Touch Desk

Ten Pin Bowling Front Desk Software

User's Guide

By A.K.Microsystems International
www.touchscore.com

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1. Welcome to Touch Desk

Touch Desk is a front desk and back office management system for bowling centres using Touch Score or a wide variety of legacy scoring systems.

Touch Desk supports regular 10 pin, Candlepin, 2 and 3 ball Duck Pin and 5 Pin bowling.

Touch Desk combines control of the scoring system with a full featured Point of Sale, Customer Database, and Booking Sheet.

Multiple terminals can be installed throughout a bowling centre, including in cafes, pro shops, bars etc.

Touch Desk links to CDEs league and tournament programs for online processing of leagues and tournaments.

Touch Desk exports daily takings to an accounting package such as QuickBooks for complete centre accounting.

Touch Desk has a powerful and flexible reports section capable of delivering the information needed to get the most out of a bowling centre.

Touch Desk is very flexible and offers many setup options, yet daily operation is very simple.

Touch Desk stores all data in an open source FireBird database which can be readily accessed by third party programs.

Touch Desk requires Windows 7 or 8, and is compatible with both the 32 and 64 bit versions of Windows.

See Admin ▸ Lane Server ▸ Configure for a list of supported scoring equipment.

2. Using Help

This document can be accessed in the following ways:

- Click on the **Help** button on the Touch Desk screen for which you require help. This document will then open at the appropriate section.

- Click on the **?** symbol that appears on the top right corner of most screens in Touch Desk, then click on a specific item on the screen for which you require help. This document will then open at the appropriate page.

- A printable PDF version of this document is available in ***Start ▸ Programs ▸ Touch Desk.*** Acrobat Reader is required to view or print this file.

Further information is available at www.touchscore.com

3. Installation and Setup

This section covers the installation and setup of Touch Desk that is required prior to first use. It also details the hardware requirements for each component. See Additional Setup for more setup tasks after installation.

Touch Desk supports multiple terminals within the one bowling centre. Each Touch Desk terminal shares access to a single database, and a single connection to the scoring system.

The four main components of Touch Desk are:

- **Database Server** – The **Database Server** computer stores the main Touch Desk Database. An open source program called the Firebird Database Server manages all interaction with the database.

- **Lane Server** – The **Lane Server** computer connects to the scoring system via a Scorer Interface Unit on a USB port or a network connection. A USB Key (dongle) is required for the Lane Server.

- **Touch Desk Terminals** – any computer on which the Touch Desk program is used is referred to as a Touch Desk terminal.

- **Digital Signage** – any computer, including a Touch Desk terminal, taht is to be used to display digital signage.

All these components may be located on a single computer, with additional terminals added as needed. This arrangement has the advantage of providing at least one working terminal in the event of a network breakdown.

Alternatively, each component can be located on a separate computer. In these cases, a high speed network should be used to ensure satisfactory performance.

A wireless network may be used to connect a portable terminal, but the wireless terminal may be slower to use that a wired terminal.

The **Lane Server** is usually on whichever computer is most easily connected to the scoring system. This often depends upon the existing wiring.

The **Database Server** will usually also be on the **Lane Server** computer. The Touch Desk database file (*Touch Desk.FDB*) should be backed up regularly. In order to use the Touch Desk backup system, there must be a Touch Desk terminal installed on the **Database Server** computer. Therefore if you have only one Touch Desk terminal licence, the **Database Server** should be on the same computer as the Touch Desk terminal.

The *Touch Desk Setup* program will install all the components needed for each computer. Always install or update all components from the same source to ensure all are compatible versions.

Each computer must have Windows 7 or 8. Although Touch Desk will work on any computer capable of running these operating systems, a computer with a Windows Experience Index for processing of 6 or better is highly recommended to ensure fast screen redraws and fast response times.

Note: if using the Sealevel 5102 card, Windows 8 is not currently supported by the Sealevel drivers.

The user must be logged in as a Windows Administrator to install Touch Desk. Once installed, non administrators may use the program. Windows UAC (user account control) may be enabled if desired.

Each Touch Score terminal must have a screen resolution of at least 1024 x 768 to fit the Touch Desk program. Larger resolutions such as commonly available with widescreen LCDs will allow –

- Both Lanes and Sales to be displayed on the same screen, eliminating the need to swap screens when ringing up a sale to a lane. Horizontal resolution must be more than 1500 for this to be available.
- More lanes on screen simultaneously in the lanes screen
- More POS keys visible in the Sales Screen without the need to scroll
- Larger booking spreadsheet
- Room for other programs to be displayed alongside Touch Desk.

Touch Desk is designed to work easily with touch screens. Many of the buttons and controls are large and easy to “touch” and a numeric touch pad is provided on many screens. However a keyboard is still desirable for entering text such as passwords.

A touch screen and keyboard combination is the fastest and easiest configuration to use. In particular, the ENTER key is used as a short cut for the OK button, and the ESC key is used as a short cut for CANCEL.

Touch Desk can be used with any type of touch screen that has a Windows driver.

3.1. Scoring Hardware

The following additional interface hardware is required to be fitted to the Lane Server computer, in order to connect to the scoring equipment. For a list of supported scoring types, see Admin ▸ Operating Mode & Servers ▸ Lane Server Setup ▸ Configure Lane Server ▸ Scoring Types.

Magicscore, Accuscore 1 – A.K.Microsystems SIU

Accuscore 2 or Plus – A.K.Microsystems SIU or Sealevel 5102 interface card and AMF Homerun box.

Accuscore XL,Boss, Brunswick Frameworx – These systems connect to the Lane Server via an Ethernet network. The Lane Server must be fitted with two network adapters, one for the scoring and one for general Windows networking.

Older scoring systems will use 10-Base-2 networking with BNC connectors. If the network adapter does not have a BNC connection, but only the more common RJ45, then a convertor, switch or hub with a BNC port will also be required.

Brunswick AS80 – A.K.Microsystems SIU

Brunswick AS90 – A.K.Microsystems SIU or Brunswick Command Network SIU and 3 RS232 serial ports.

AMF LIU or MCU – A.K.Microsystems SIU, or an RS485 serial port, or an RS232 port and an AMF Homerun box..

Brunswick Source Command – A.K.Microsystems SIU

Brunswick LIU – A.K.Microsystems SIU or RS232 serial port

A.K.Microsystems Pinspotter Controller – A.K.Microsystems SIU or RS232 port

Frameworx AV box – RS232 Serial Port.

Adam 4068 or 4069 Relay Module for pinspotter control – One half duplex (2 wire) RS485 Serial Port.

For details on connecting an A.K.Microsystem SIU, see the separate SIU Manual.

For details on connecting a Sealevel 5102 card, see below.

For network connections to scoring see Scoring Network below.

3.1.1. Sealevel 5102 Interface Card

The Sealevel card provides synchronous communications as required for Accuscore 2 and Plus systems. It is only required when an A.K.Microsystems SIU is not used.

Unlike the SIU, the Sealevel card does not provide electrical isolation and protection from voltage surges. It is therefore preferable (though not essential) to use the card in conjunction with an AMF Home Run box, rather than directly connected to the scoring.

The Sealevel card requires the SeaMAC driver to be installed. This driver is provided as part of the Touch Desk installation package, and is also available from www.sealevel.com. The driver only supports versions of Windows up to and including Windows 7 at this time.

The table below shows the various wiring options, for connecting the card to a Home Run box, or directly to the scoring.

Sealevel 5102		Home Run J2	Home Run Cable (J5-J10)	Acc II J6	Acc Plus J3
(RX-)	3	10	2	2	4
(CLK-)	24	15	3	6	6
(TX +)	14	11	4	3	1
(RX+)	16	9	7	1	3
(CLK+)	11	14	8	5	5
(TX-)	2	12	9	4	2
GND	7				

Note that the Home Run Cable entry is shown for comparison with a prewired home run cable. The Sealevel card should only ever be connected to J2 on the Home Run box, never J5-10.

The cable should be shielded twisted pair, with the shield connect to GND (Pin 7) on the Sealevel card. Each paired signal (ie TX+ and TX-) must use a twisted pair in the cable.

If an AMF LIU is also connected to the Home Run box, then connect a standard RS232 comport to J3 on the Home Run box as below.

PC Com Port DB9		Home Run J3	
(RX)	2	5	
(TX)	3	2	
(GND)	5	4	Also connect to cable shield

3.1.2. Brunswick LIU on serial port

The following tables shows the connections when a Brunswick LIU is connected directly to a standard com port.

PC Com Port		Brunswick LIU
DB9		RJ11
(RX)	2	2
(TX)	3	5
(GND)	5	4

3.1.3. Scoring Network

Frameworx, **AMF XL** and **BOSS** scoring connects to the Lane Server via an Ethernet network. The Lane Server must be fitted with two network adapters, one for the scoring and one for general Windows networking.

Older scoring systems will use 10-Base-2 networking with BNC connectors. If the network adapter does not have a BNC connection, but only the more modern RJ45, then a convertor, switch or hub with a BNC port will be required to make the connection.

The network adapter used for the scoring must have a valid IP address. This will need to be set manually, as there is no provision on the scoring network for automatically assigning an address.

To change the IP address of the adapter, consult the Windows documentation as the procedure varies slightly for different versions of Windows. For Windows 7, go to –

- **Control Panel**
- **Network and Sharing Centre**
- **Local Area Connection (or whatever the connection used for the SCORING has been named)**
- **Properties**
- **Internet Protocol V4**
- **Properties**
- **Use the following IP address.**

Then enter any valid IP address. For XL/Boss, the address may need to be 1.1.0.0, mask 255.254.0.0 See below.

In additional, all protocols except TCP/IP V4 should be disabled and the Link Speed set to 10M Full Duplex as below

Connect Using ▸ Configure ▸ Advanced ▸ Link Speed

Boss and XL scoring chassis can be configured to use either of two different IP addresses depending upon the original front desk equipment –

- **Advantage/Xenix**
- **Boss Management System/WinNT**

For later versions of the chassis software, the configuration can be changed via the configuration menu (type **AMFXL** then **enter** at the chassis) or via switches on the bowler terminal board.

For earlier versions, a special disk must be loaded to change the configuration. Two disks are available, one for each configuration and are called **IPON** and **IPOFF** disks.

The Lane Server can operate with the chassis configured in either mode, but the type set in the Lane Server **MUST** match the configuration of the chassis. However the following restrictions apply –

- For Windows Vista or later, it is not possible to transfer files such as graphics or firmware updates **FROM** the chassis unless the IP is set to **Boss Management/WinNT**. Normal lane control will work with either setting, as will sending of files **TO** the chassis.

- When using the **Boss Management/WinNT** option, the IP address of the network connection at the Lane Server computer must be set to **1.1.0.0**. If file transfer **FROM** the chassis is attempted with a different IP address, the chassis may reboot. Normal lane control will work regardless of the IP address, as will sending of files **TO** the chassis.

As with any network installation, the firewall may also need to be configured to allow access for the scoring chassis. In particular, downloading files from XL or BOSS chassis uses FTP. The firewall should be set to allow the lserver.exe program access to all TCP & UDP ports.

3.2. Network Setup

Before installing Touch Desk, the network must be operating correctly.

All computers must be networked together with TCP/IP networking. Even if there is only one computer, TCP/IP networking must be enabled on that computer for Touch Desk to work correctly.

Setting up a network is a specialized task, especially when considerations such as security and backup and co-existence with other packages and systems are taken into account. However simple networks can be setup using the Network Wizard that is part of Windows XP and later.

The following points should be noted:

- Each computer should be given a meaningful name, for example, *Front Desk, Back Office, Snack Bar*. This will make the setup of Touch Desk easier.

- Each computer should belong to the same workgroup.

- The Lane Server install program will set up shared folders for use by Touch Desk and CDEs programs. These shared folders should not be changed or deleted.

- In order for these folders to be accessible without each workstation user having an account on the Lane Server, "Password Protected Sharing" on the Lane Server should be turned off.

  See Windows ▸ Control Panel ▸ Network and Internet ▸ Network and Sharing Centre ▸ Advanced Sharing Settings.

  This is particularly important when using Touch Desk Signs, or Touch Score 3 as these computers are unattended.

- Likewise, each Touch Score computer will have shared folders that are setup upon installation. These must not be changed and must be accessible by the Lane Server.

- The computer running the Firebird database server needs to accept incoming connections from other computers. It may be necessary to manually configure the firewall to allow this. For Microsoft's Windows Firewall, go to **Control Panel ▸ Windows Firewall ▸ Advanced Settings ▸ Inbound Rules ▸ New ▸ Port** and add the necessary ports numbers. For Firebird, usually port 3050 TCP needs to be allowed. See www.firebirdsql.org for more details.

- Similarly the Lane Server computer needs to accept incoming connections. See the instructions above. The **Lane Server** uses TCP port 14284

- The firewall on each Touch Desk computer must allow Touch Desk to access the network. Most firewalls will prompt to allow access when Touch Desk is run for the first time.

- If Frameworx or XL/Boss scoring is being used, it MUST be on a separate network to that used for Windows. See Scoring Hardware ▸ Scoring Network

- While wireless networking can be used, any speed or reliability issues with the network will impact on Touch Desk operation.

- All computers on the network **MUST** have their clocks synchronised to a common source. This includes Touch Desk computers, TS3 computers and Digital Signage computers.

  When access to the internet is available, this can be achieved by using internet time servers using Windows default settings.

  For systems without access to the internet, the Lane Server should be set up as a time server, and the other computers can then synchronize from the lane server.

  The Lane Server install program will attempt to setup the Lane Server as a NTP time server by default, but this may fail on some systems. See the Windows documentation for manually setting up a time server.

  All other PCs should be setup to synchronise with the Lane Server. Go to Control Panel ▸ Date and Time ▸ Internet Time and enter the IP address of the Lane Server. Use the Update Now button to test connectivity.

3.3. Install Database Server

To install the Database Server, run the *Touch Desk Setup* program and tick **Install Database Server**. The following components can then be installed:

- **Firebird Database.** Follow the prompts to install.

  When prompted for which Firebird components to install, tick **Super Server.**

- **Firebird ODBC Driver**. Follow the prompts to install the driver.

- **Empty Touch Desk Database**. If this is the first time the Database Server is being installed, install the empty database. This database is not truly empty, but contains some sample setups such as items, bowling styles etc.

- **Touch Desk Program.** Touch Desk should always be installed on the Database Server, even if you never intend to run Touch Desk there, or don't have enough licences for this terminal. This is because installing Touch Desk will also install the background server that handles automatic backups, and these backups can only be done from the database server computer.

3.4. Install Lane Server

To install the Lane Server, run the *Touch Desk Setup* program and tick **Install Lane Server.** Make sure all software is installed before connecting any hardware. Also check any other optional components as required below.

- **WinPcap network driver**. This driver is only needed for scoring systems that connect to the Lane Server via a network connection, such as XL, BOSS or Frameworx scoring. It is NOT required for TS3.

- **SeaMAC Driver**. For Accuscore 2 and Plus systems that do not use an SIU, a Sealevel 5102 interface card is required. This is the driver for this card.

  The Lane Server always requires the following components –

- **USB Key driver**. This driver is required for all systems. All system require a valid USB key or dongle.

- **Lane Server**. The Lane Server provides Touch Desk with access to the scoring hardware via a Scorer Interface Unit (SIU) or direct network connection.

- **Firebird Database.** Follow the prompts to install.

  When prompted for which Firebird components to install, nothing needs to be ticked, as the client components are always installed. However, if this computer is also the **Database Server**, tick **Super Server.**

- **Firebird ODBC Driver**. Follow the prompts to install the driver.

To configure the Lane Server, see Admin ▸ Operating Mode & Servers ▸ Lane Server Setup ▸ Configure Lane Server.

Note that driver signing must be disabled in Windows 8 in order to install some of the third party drivers.

3.5. Touch Desk Terminals

To install the Touch Desk terminal, run the *Touch Desk Setup* program and tick **Install Touch Desk Terminal**. The following components can then be installed:

- **Firebird Database.** Follow the prompts to install.

  When prompted for which Firebird components to install, nothing needs to be ticked, as the client components are always installed. However, if this computer is also the **Database Server**, tick **Super Server.**

- **Firebird ODBC Driver**. Follow the prompts to install the driver.

- **PAX Credit Card driver.** This is the driver for a PAX credit card terminal. Follow the prompts to install, else just exit if not required.

- **Touch Desk Program**. Follow the prompts to install.

- **TightVNC Remote Viewer**. See TightVNC Remote Viewer

3.5.1. Connect to the Database

When each Touch Score terminal is started for the first time, it will attempt to find the Touch Desk database on the local computer. If the database cannot be found, it will prompt for a new location for the **Database Server** computer. The location can also be changed at any time in Admin ▸ Select a Database.

3.5.2. Connect to the Scoring

When Touch Desk is first installed, it assumes that the computer on which it is running is also the **Lane Server**. If it is not, it will prompt for the correct location. See Admin ▸ Operation Mode & Servers ▸ Lane Server Setup.

If a lane server cannot be found, Touch Desk can only be run in Trial mode.

Once the Lane Server has been found, use the Configure Lane Server button to configure the server for the appropriate scoring type, pinspotter type etc.

If there is more than one Touch Desk terminal on the network, then one must be chosen as the master. The Master Lane Control Terminal performs various housekeeping tasks such as the automatic check-in and check-out of lanes. See Admin ▸ Terminals ▸ Master to select the master.

The **Lane Server** will usually start automatically when the computer is booted, but may need to be started manually if the SIU driver has just been loaded, or the Lane Server software has just been installed. See Admin ▸ Setup Lane Server ▸ Start Lane Server.

3.5.3. Creating the default user

When Touch Desk is first started, a default user called **Owner** will be created, with a password of **Owner**. This password can be used to log in. In order to keep the system secure, this password should be changed as soon as possible. See Admin ▸ Users

3.5.4. Creating a Terminal

When Touch Desk is first started on a particular computer, it will warn that there is no terminal setup for this computer, and will offer to create it. Only users with **Owner** privileges may create terminals. Other users will be denied access.

3.5.5. Set the Centre ID.

If this Touch Desk is part of a multi-centre installation that will be controlled by a Master Touch Desk, then it is important to enable control from the Master and to set a unique centre ID number. This is best done before any activity is recorded in the database. See Admin ▸ Setup System ▸ Main Tab

3.6. Master Touch Desk

A Master Touch Desk is used to control and consolidate reports from multiple bowling centres, and is usually installed off-site. It cannot be installed on the same computer as a regular Touch Desk terminal

To install the Master Touch Desk, install the following components –

- Database Server
- Touch Desk Terminal
- Empty Touch Desk Database

As there is no lane server, Touch Desk can be started in Trial mode by pressing CANCEL when prompted for a Lane Server. Then go to Admin ▸ Operation Mode & Servers and select **Remote Master** mode.

For additional Master Touch Desk terminals, install only the **Touch Desk Terminal**, and then select the location of the already installed database server in Admin ▸ Operation Mode & Servers.

To access each centre, you will need a third party IP tunnelling program that provides secure access to both the Lane Server and Database Server at each centre via the internet. The program should be configured such that each Lane Server and Database Server has a unique IP address at the Master Touch Desk terminal.

If more than one Master Touch Desk terminal is in use, each must use the same IP address to access each remote centre.

See Multi Centre Management for more information on using the Master Touch Desk.

3.7. Digital Signage

The Touch Desk Digital Signage software can be installed on any computer that is linked via a network to Touch Desk, and allows for the display of slide shows and dynamically generated information displays such as lane assignments, scores, price lists, standing sheets and results.

The signage software supports up to 4 separate screens on each computer. These screens can be run as independent displays, or as a combined display spanning more than one monitor.

The signage software can also be run on computers used for other purposes. For example, if a Touch Desk computer supports a second monitor, then the signage software can utilize that monitor while Touch Desk operates on the primary monitor.

Monitors can be mounted vertically or horizontally. Mounting them upright is suitable for single page displays such as standing sheets.

Each monitor must be correctly configured in Windows, with respect to resolution, orientation and ordering.

Third party software can also be used to embed a signage screen in the centre's web site, allowing live scores, leader boards or any other signage screen to be posted to the web. See Adding a Digital Signage Screen to a Web Page.

To install the Digital Signage software, run the *Touch Desk Setup* program and tick **Install Digital Signage**. The following components can then be installed:

- **Firebird Database.** See notes above.
- **Firebird ODBC Driver**.
- **Digital Signage software**.
- **TightVNC Remote Viewer**. See TightVNC Remote Viewer

Once the software has been installed, see Admin ▸ Digital Signage to configure the system.

The signage software is designed to run unattended. A shortcut to the **Touch Desk Signs Update Manager** is located in the Start-up folder, causing the update manager to be automatically launched when the computer starts. The update manager will ensure all media files and the signage software itself are up to date with the lane server, and will then start the signage software. It will

continue to monitor the signage software and scan the lane server for updated media files. Note that it may take a minute or two for changes made to the source media files to appear on the signage screen.

To disable or turn the signage screen off, use the **Enable Signage Screen** option in Admin ▸ Digital Signage Screens , rather than trying to stop the signage software or the update manager. Note that if it is turned off, the normal Windows screens will appear unless other software is running.

The following Windows settings can be used to ensure correct unattended operation -

- **User Account Control. IMPORTANT!** In order for the update manager to update the signage software automatically, Windows User Account Control **MUST BE TURNED OFF**. Windows User Account control prevents any updates to programs without user confirmation. See **Control Panel ▸ User Accounts and Family Safety ▸ User Accounts ▸ Change User Account Control Settings**.

  For Windows 8, an additional User Account Control setting must be changed. From the Charms menu, select search. Click on Settings and enter "Policy" in the search box. Click on the Local Policy editor. Then navigate to Local Computer Policy, Computer Configuration, Windows Settings, Security Settings, Local Policies, Security Options. Scroll to **User Account Control: Run all administrators in Admin Approval mode**, and disable it.

- **Auto Log On**. A default user needs to be logged on at start-up, without waiting for the user to enter a name and password. The easiest way to do this is to ensure that only one user account is created, and that this account has no password created. For Windows 7 if this is not the case, then type **netplwiz** in the search box then press enter, select the user to be logged on, then uncheck **Users must Enter a User Name and Password.**

- **Sleep Modes.** The computer should not enter sleep mode, nor turn off the display when no user input is detected. For Windows 7, go to **Start ▸ Control Panel ▸ System and Security ▸ Power Options ▸ Change Plan Settings** and set **when to turn the display off**, and **when to put the computer to sleep** to **Never**.

- **Hide the Task Bar**. You may wish to hide the task bar so that if the signage software is ever disabled, the task bar is not visible. Right Click on the Task Bar, then **Properties**, and check **Auto-Hide**.

- **Remove all icons from the desktop**. Delete any shortcuts, then Right click on the desktop, then Personalize ▸ Change Desktop icons, and delete the Recycle Bin etc.

- **Wallpaper**. When the signage display is turned off the desktop background or wallpaper will be displayed. Select a suitable image as the wall paper, or just use a black screen.

3.8. Updates

Updates are available from www.touchscore.com . The update program can only be used to update an existing installation. Contact your supplier for an original install disk if a totally new installation is required.

Generally only the *Touch Desk Program* and the *Lane Server* will be included in the update. To ensure correct functionality, make sure both programs are updated together.

Once the Lane Server has been updated, other Touch Desk terminals can be updated using the **Admin ▸ Update from Lane Server** button. If your network setup does not allow this, it will be necessary to manually load the update onto each terminal. See Network Setup.

Each Digital Signage screen and Touch Score 3 computer will automatically update from the lane server, as long as permitted by the network setup. Otherwise, each computer must also be updated manually.

While minor version mis-matches are allowed, sometimes it is not possible to run a Touch Desk, Signage or TS3 program that is a different version than the Lane Server. In these cases, Touch Desk will prompt to install the update, and Signage and TS3 will fail to operate until the update is loaded.

Note that when updating Touch Desk, some additional programs or drivers may also be updated. For example, the PAX credit card terminal software or the Firebird database setup programs may run. If there has been no change to these additional programs, then their setup programs may prompt to Repair or

Modify the existing installation. Click “Repair” to ensure the software has been properly installed.

3.9. TightVNC Remote Viewer.

This program allows for viewing and controlling a computer remotely over the network. Its main purpose in a Touch Score system is to allow the setup and maintenance of computers that might not normally have a keyboard or mouse attached, such as Digital Signage computers, or Touch Score lane computers.

It is not intended for regular use, as these computers should not usually require user input.

There are two main parts to TightVNC – the server and the viewer. The server should be installed on any computer that you wish to remotely control, while the viewer should be installed on the computer used to do the viewing and/or controlling.

Touch Desk provides shortcut buttons that automatically launch the viewer with the correct IP address for Digital Signage computers, Touch Score lane computers, and other Touch Desk terminals on the network.

Note that programs like TightVNC can create a security hazard. Use the TightVNC setup options to add passwords as required.

TightVNC is a third party open source program that is provided without warranty of any kind. Its use is optional. See the TightVNC documentation and/or web site for more details.

3.10. Setup Printers

There are three main types of printer that Touch Desk requires:

- **Receipt Printer -** used for customer receipts, food & drink order tickets, and Point of Sale reports.

  It is generally a narrow 40 column printer with tear off continuous paper. Any printer that has a Windows driver can be used.

Some receipt printers may not have a driver, or the standard driver may use graphics mode which will cause the printer to print slowly. In these cases, use the **Windows Control Panel ▸ Printers ▸ Add a Printer** to add a Generic Text driver for the printer. Select **GENERIC** for the manufacturer and **GENERIC/TEXT ONLY** for the printer.

If using the Generic/Text driver and the printer port is shared with a customer pole display, then go to **Control Panel ▸ Printers**, right click on the receipt printer, then click **Properties ▸ Printer Commands** and enter **<1B>=1** in the **Begin Print Job** field. While not needed for Touch Desk, this command will ensure that other programs can print to the receipt printer while the display is connected.

Many printers also support the connection of a cash drawer. See Setup POS Devices.

- **Score Sheet Printer** – used for score sheets. Any Windows printer may be used.

  Basic score sheets are A5 in size (half of an A4 or approximately half of Letter size). This sheet can be loaded sideways into a conventional A4 or Letter size printer.

  A Bowlers History chart can be added to the bottom of the score sheet, which then requires either a full A4 or Letter sheet, or 2 x A5 sheets.

  Touch Desk can add custom text messages to score sheets, and also overlay the score sheet on a custom background image. The image can then include centre logos, promotions etc. Different messages and images can be used for different types of bowling. For example, full colour promotions for open bowling, basic text with no graphics for League record keeping.

  Touch Desk can also print scores in basic text mode to narrow 40 column printers, for those terminals that have only a receipt printer fitted.

- **General Printer.** The general printer is used for General Reports, and can be any Windows printer.

Windows allows printers to be shared across the network, so that the printer need not be attached to the Touch Desk terminal that is using it. For example, two front desk terminals could share a receipt printer attached to one of them.

To simplify Touch Desk setup, it is best to name the printers in a logical fashion. For example **Snack Bar Ticket Printer,** rather than the brand/model name Windows uses by default.

One printer can be used for more than one function. In the simplest of installations, a single printer can be used for all three tasks, although this is not ideal.

Touch Desk also supports "remote" receipt printers. These can be used to print a receipt or food docket at a remote location. For example, a food order taken at the front desk can be printed in the kitchen.

There are four steps to setting up remote printers-

- In Admin ▸ System ▸ Sales ▸ Remote Printer Locations, enter the names of the locations. These are general names used to refer to the location of the remote printer such as "kitchen" or "bar" and do not need to correspond with the actual terminal or printer name.

- Install a network printer driver for each remote printer on each touch desk terminal. For example, if the front desk will be printing to a printer on the Snack Bar computer, there must be an entry in the Windows printers folder at the front desk for the snack bar printer.

- Select the printer to be used for each location in Admin ▸ Terminals ▸ Printers ▸ Receipt Printers on every terminal.

- Setup any items that are to automatically print to the receipt printer in Admin ▸ Items ▸ Print Recipt or via the ordering system.

3.11. Setup POS Devices

The chapter details the types of devices that can be used with the Point of Sale section of Touch Desk. See Admin ▸ Terminals ▸ POS Tab to configure these devices.

Cash Drawer. Touch Desk supports three types of cash drawer –

- **A cash drawer that is connected directly to the receipt printer**. The printer must support either the Epson ESC/POS or Star cash drawer command to open the drawer. Most brands support one of these standards.

- **A cash drawer connected to a serial COM port.** These drawers connect directly to a serial COM port on the computer or to a USB port. The USB type must have a driver which emulates a COM port. These types of drawer open when any data is present on the port.

- **A cash drawer supplied with OPOS driver software**. This is the preferred solution, as Touch Desk can detect when the drawer is opened.

Pole Display. The customer Pole Display should be 2 lines of 20 characters, and connect to either a serial COM port, or a USB port. The USB type must have a driver that emulates a COM port. The display must support the Epson ESC/POS command set.

Some Pole Displays can share a COM port with the receipt printer, and this is supported by Touch Desk.

Barcode Scanner. A barcode scanner can be used to scan items for sale.

The scanner may be either handheld or fixed, and must be compatible with the types of barcodes that are to be scanned.

Touch Desk supports two basic types of scanner –

- **Keyboard Wedge** These scanners connect either in-line with an older style keyboard (PS/2) or via USB. The scan code is sent to the software as if it had been typed on the keyboard. The USB option is preferred as these types do not require an external power supply, and do not require an older style keyboard interface.

  The scanner must be capable of sending STX/ETX codes for start and end of message. Scanners that do not support this protocol are not suitable.

- **Serial**. These scanners connect to a serial COM port, either directly or via a USB emulation of a serial COM port. Once again the USB option is preferred, as an additional power supply and a spare COM port are not required.

Serial scanners do not need to support STX/ETX as described above. This is because the scanned code is not sent to the program as keyboard input. However, STX/ETX should be enabled if present.

Card Reader. A magnetic stripe card reader can be used to scan customer loyalty cards and user (operator) ID cards. Alternatively, these cards can use a barcode as above.

These cards need to be produced outside of Touch Desk. Touch Desk simply reads the barcode or magnetic stripe and uses this to identify the customer or user in the database. The card itself has no monetary value. Any credit that the customer has is stored in the database, not on the card.

Magnetic card readers can be either serial or keyboard wedge type as described above for barcode scanners.

Ensure that the card reader used supports the cards to be used. Different cards and readers use different tracks for storing information.

NEVER SWIPE A CREDIT OR DEBIT CARD into these types of scanners, as they are NOT secure.

One scanner can be used for multiple purposes. For example you can scan items, customer cards and ID cards all through the one scanner.

Note that when using operator ID cards to log on to the system, the serial type of scanner is preferred, as the keyboard wedge type is less secure.

Berg Liquor Dispensing System. Touch Desk will interface to a Berg Liquor Dispensing System (LDS), using Berg's Generic Driver.

Drinks poured will be automatically rung up at the Point Of Sale.

The dispenser can optionally be prevented from pouring when the sale cannot be rung up. For example, if the operator does not have permission to pour, a shift is not open, or the item is not available for sale in this period.

Card Payment Terminal. Touch Desk optionally supports semi-integration with a card payment terminal. Transaction types and amounts are

automatically sent to the terminal for processing, and the terminal sends notification of approval or denial back to Touch Desk.

Touch Desk does not handle any sensitive card data, and as such is removed from the scope of compliance. This results in substantial savings on auditing fees and the cost of maintaining a secure network. It also greatly reduces the likely-hood of any liability arising from security breaches.

Contact your supplier for information on currently supported terminal types and payment processors, and to enable the Card Payment interface.

3.12. Table Power Control

Touch Desk can control the power to "tables" via an external controller. This function can be used to control lighting over Pool Tables for example, or any other powered device.

Currently the only type of controller that is supported is the type that connects to the pinspotter controller as if it were additional lanes. For example, in a 40 lane house, the pool table lights may be controlled by lanes 41 and upwards.

See Lane Server Configuration ▸ Power Control to configure, and also ensure that Power Control is enabled in Admin ▸ Setup Areas ▸ Tables.

3.13. Additional Setup

Touch Desk is preconfigured with sample items, keys, bowling styles etc. But before actual use in a centre, many of these features should be customised to suit.

Once customised, the daily operation of Touch Desk is very straightforward.

After installation, see the following sections for more setup information.

- Lanes ▸ Scorers for options for the scoring system
- Lanes ▸ Styles to setup bowling styles.
- Admin ▸ System to set system wide options.
- Admin ▸ Terminals for options that apply to each terminal, including user permissions.
- Admin ▸ Users to setup users

- Admin ▸ Items to setup items for sale, accounts and Point of Sale item screens.
- Admin ▸ Pricing Levels to setup different pricing levels such as Staff Discounts.
- Admin ▸ Pricing Periods to setup prices that change with time-of-day or day-of-the-week.
- Admin ▸ Frame Meters to setup how the frame meters will work
- Admin ▸ General Reports to configure the reports.
- Admin ▸ Backup and Restore to configure backups.

3.14. Backups

The importance of regular backups of the Touch Desk database cannot be overemphasised. If the database is lost, all customer data, sales data, and setup data such as items and keys will be lost.

The following tasks should be performed as part of the installation and setup procedure, to ensure any future disaster recovery is as easy as possible.

1. After all software and drivers have been loaded, make an image of the system and store it in a safe place. The image could be stored on a separate partition on the hard drive, a second hard drive, a hard drive on another computer in the network, or a removable device.

   This image will allow quick and easy reinstating of the hard drive. Without it, the lengthy process of installing Windows, drivers and programs will need to be repeated should the hard drive ever fail.

   See the Windows documentation for details on creating a system image.

2. Setup Touch Desk Backups. Touch Desk can be set to automatically backup the Touch Desk database. See Admin ▸ Backup and Restore for details. Choose a location for the backup files carefully. Do not store on the same hard drive as Touch Desk, unless you are backing that drive up regularly using other backup software. Note that you must install a Touch Desk terminal on the same computer as the database in order to use Touch Desk backups.

3. Keep copies of the Touch Desk installation files. Although updates are available from our web site, it is convenient to keep a copy of the exact version that has been installed.

   Note that Touch Desk will automatically upgrade an old database to the current version, but it cannot downgrade a newer database to an old version. This means that if you restore your system with an image containing an old version of Touch Desk, and you have upgraded Touch Desk since the image was made, then Touch Desk may not be able to read your newer database. In this case, download the latest Touch Desk from www.touchscore.com .

4. Setup data backups for all programs. There would normally be programs other than Touch Desk on the computer, such as BLS, that will need to be backed up. There may also be other files used with Touch Desk that are not part of the database, such as image files used for advertising.

   Windows Backup, or some other third party tool, can be used to backup data from all these other sources. You may choose to make the Touch Desk backup folder a folder on the local drive, and then include this folder in your data backups.

   Note that the Remote TV Controller setup files are not contained within the Touch Desk database, but are in **C:\Program Files\Lane Server\IR**. These files should also be included in any backup.

3.15. Remote Login

Remote Login allows the Touch Desk computer to be controlled remotely via the web. This is not only useful for centre operators, but is an important tool to allow A.K.Microsystems or your supplier's support staff to assist with any problems.

Remote Login requires an internet connection to the computer, and a third party program such as LogMeIn. See www.logmein.com for details.

In order to allow support staff to login remotely, you will need to provide –

- Your LogMeIn (or similar program) user name and password
- The Username and Password of the Touch Desk computer.

You can disable remote login at any time.

Ideally each Touch Desk terminal should be setup for remote login, but the most important one for support is the main lane and database server computer.

3.16. Trial Version

Touch Desk has a Trial version that can be used to evaluate and demonstrate most Touch Desk functions. The Trial version is mostly identically to the full version except for the following –

- The installation package does not include the Lane Server. The Trial version does not connect to any actual scoring.

- When Touch Desk is started, it will prompt for the location of the Lane Server. Click on **Cancel** to run the Trial version instead.

- The Virtual Lane Server Setup screen allows the type of scoring and number of lanes to be selected, and also whether the Sales module should be enabled. Touch Desk can be purchased with or without the optional Sales system enabled. When it is enabled, bowling sales are automatically linked to the lanes.

- As there is no actual scoring connected, Touch Desk will simulate the scoring system. Lanes can be checked in and out as normal, but no bowling can take place.

- The Trial version of Touch Desk will store only the 50 most recent sales or transactions. This may mean that reports that include older sales may be missing some entries, and therefore may appear not to add up correctly.

The Trial version can be used to setup and configure the system prior to purchasing the full version. To convert a Trial version to the full version, simply install the lane server, then go to Admin ▸ Operating Mode & Servers and select **Normal Mode**.

4. Basic Operation

This section gives a basic guide to the overall operation of Touch Desk.

More detailed information on each module can be found in the reference section. Click the **Help** button on any screen, or use the **?** button to access the appropriate reference section.

4.1. Overview

Touch Desk has the following modules, each of which can be directly accessed from buttons at the bottom of the screen:

- **Lanes** – control of bowling lanes
- **Sales** – Point of Sale system
- **Customers** – customer database
- **Bookings** – booking sheet (or reservations) for lanes and tables.
- **Admin** – Administration and maintenance tasks.

The operator can switch modules, even in mid task. For example a sale might be interrupted to take a phone booking, or turn off a lane, then return to the sale.

For fast and efficient operation, a combination of the keyboard and the Touch Screen should be used.

In most screens, pressing the **ENTER** key will select the default and proceed. Hitting the **ESC** key will cancel the current operation.

For example to check in a lane, double click on the lane, then use keyboard to enter the number of bowlers, then hit the ENTER key 3 times.

4.2. Working with Customers

Touch Desk uses the concept of a *Customer* to allow each module to interact with the others. For example, when bowling is sold to a *Customer* in the Sales module, and that same *Customer* is then checked in to a lane, Touch Desk can track the amount of bowling purchased versus actually bowled.

Customers can be one of two main types – regular or casual.

Regular customers are those whose sales history, bowling history, contact details and other data is to be recorded. They may be an individual or a group such as a school, corporate client, or league.

Casual customers are those whose details are not recorded. The customer is created for a single bowling session, and then discarded. Touch Desk will assign a default name like "New Sale at 10:00PM" but this can be easily changed to something more meaningful. No other details need be entered.

Casual customers are generally easier to work with. For example if a group of casual bowlers is to be checked into a lane, Touch Desk will automatically create a new customer number for the entire group, even if they are paying separately.

However if the group consists of regular bowlers, then the operator must place each bowler on the lane using their own customer number, and ensure each sale of bowling is to the correct customer. Touch Desk provides easy search tools to find a customer by name, phone number or many other fields. If the customer has been issued with a card, it can be swiped to locate the correct customer record.

Whether **regular** or **casual** customers are used depends solely on what data is to be kept. Touch Desk treats each the same. Both types can be mixed in a single session. For example, a regular bowler can bowl with a group of casual bowlers. The regular bowler's sales and bowling can be attributed to them, but the remainder of the group can use a single temporary casual customer number.

4.2.1. Selecting a Customer

Whenever a customer is required, a screen similar to the one below will be present.

This example shows that the currently selected customer is customer number 228, John Smith. John is currently on Lane 16.

To select a different customer, use one of the methods below –

- Click on the drop down arrow and choose from a list of recently used customers.

- Use the **From** buttons to select the customer last used in a different module. For example, after selling a game in the Sales screen, then going to the Lanes screen to check in the lane, click **From Sales** to retrieve the customer used in the last sale.

- Click **Previous** to revert to the previously selected customer

- Click **New Customer** to display the New Customer Screen. This screen creates a new customer, but also allows a quick search for existing customers. Whenever a customer is required (such as when a game is sold) and none has been selected, the New Customer Screen will appear automatically.

- If the customer has been issued with a card, simply scan or swipe the card. This can generally be done anywhere a customer is required.

The **New Sale** button (if present) is a shortcut way of jumping to the Sales screen and ensuring the current customer is selected for the new sale. If the current customer is blank, a new one will be created as normal.

Some screens will also show the customer's current bill just below the customer buttons, along with any other recent transactions from the last two hours.

4.2.2. New Customer Screen

The **New Customer Screen** will appear whenever the **New Customer** button is clicked.

If a customer is required for a particular operation, for example, when checking in a lane or selling bowling, and a customer has not been selected then either –

- The new customer screen will appear automatically.
  or
- A default customer will be automatically created without the new customer screen appearing.

See Admin ▸ Setup System ▸ Customers Tab to choose one of these options.

- **To create a new casual customer** (no contact details kept), just click enter and a new customer will be created with the default name shown (for example "New Sale at 10:30"). However it is preferable to enter a more meaningful name first, such as the customer's actual first name .

- **To create a new repeat customer** (contact details to be kept), enter a proper name and contact details. It is good practice to always search first to see if the customer has already been entered.

- **To search for an existing customer**, enter some details such as a phone number or part of a name then click **Search**. If a matching customer is found it will be displayed. If more than one matching customer is found, a list will be displayed. Select a customer from the list and click **OK**, or click **Cancel** to return to the previous screen. To create a new customer even though a match has been found, click the **Create New** button.

- **If the customer has been issued with a card**, simply scan or swipe the card.

Note that the function of the **ENTER** key on the keyboard varies depending upon what has been entered –

- If only a single name has been entered such as "John", then the ENTER key will immediately create a new casual customer.

- If a full name has been entered, such as "John Smith", or any contact details such as a phone number has been entered, then the ENTER key will search for an existing customer with these details.

To override this default behaviour, use the OK or SEARCH buttons rather than the ENTER key.

4.2.3. Pre-selecting a Customer

When checking-in a new lane or table, creating a new booking or making a new sale, Touch Desk will preselect the most likely customer, based on recent activity.

For example, after ringing up bowling, then going the lanes screen to check-in a lane, the customer that just purchased bowling will be selected.

The user will be prompted to accept this customer, and can override this pre-selected customer and choose another if desired.

The rules for pre-selection are –

- If the Check-Out or Modify screens are open in either the Lanes or Tables screen, then the customer from this screen will be selected.

- The customer from the last screen used will be selected. To prevent accidentally selecting an old customer, the new entry must be created within 20 seconds of changing screens.

When the main customer is selected from the check out or modify screens, additional customers such as other bowlers on the lane will also be selected for use in the new lane , table or booking. In this way, whole groups of customers can be transferred from one area to another. See Moving Customers

Also, when **Check Out** is used, then the lane or table will check out automatically so long as the usual criteria (such as no bowling is owing) are satisfied. To prevent this **Check-Out,** use **Modify** instead.

4.2.4. Moving Customers

Customers can be moved from one area to another, for example from the lanes to the bar, by checking them out of the first area, then checking them into the second area.

If the customer owes money, then they would normally be prevented from checking out of a lane or table (unless the operator has **Check out with money owing** privileges). However Touch Desk will allow the check-out to proceed if the customers are checked in at another area first, such as the bar. In this way, customers can move from one area to another with a single tab.

By using the customer pre-selection (see Pre-selecting a customer), a party of customers can be simply moved from one area to the next, carrying their tab with them.

For example, to move a group from a table to the lanes –

- In the Tables screen, select the table and then **Check-Out.**
- In the Lane screen, select a lane, then **Check-In**.
- Choose **Yes** when prompted to use the customer from the tables screen for the check in.
- Complete the check-in. The table will be automatically checked out.

The procedure to move post-pay customers from the lanes to a table is slightly more complex, as the bowling should be rung up at check out even if the customer is not paying yet. Only dollar amounts owing should be carried over to other areas, not games or bowling time.

To move a group from a lane to a table when post-paying –

- In the Lanes screen, select the lane and then **Check-Out.**
- Use the **New Sale** buttons on either the Main Tab or the Bowlers Tab to ring-up all bowling for the lane in the usual way. Use the Pay Later feature to defer payment until later.
- In the Table screen, select a table, then **Check-In**.
- Choose **Yes** when prompted to use the customer from the lane screen for the check in.
- Complete the check-in. The lane will be automatically checked out.

The procedure described above applies to moves from –

- lanes to tables
- tables to lanes
- lanes or tables to a new booking.

To move customers from one lane to another, or from one table to another, use the **Move** function in either the **Lanes** or the **Tables** screen.

Note that if moving customers with a tab to a booking, then the original lane or table will not check out unless the user has the **Check out with money owing** privilege. This is because there is no guarantee that this new booking will ever check in, and the customer's tab could therefore go unnoticed and potentially unpaid.

In these cases, use the **Turn Off Now, Check Out Later** button on the Check-Out screen to make the lane or table available for others, even though the original customer must remain checked in until their new lane or table is ready.

It is also possible to configure extra tables for each area, and simply park the customers on these extra tables until their actual table or lane is ready.

4.2.5. Customers and Bowling

There are many different ways that customers can be associated with bowling. For example, a large group might be bowling on several lanes as a single customer, or a number of people may be bowling together each using their own customer number, or a combination of these.

The important concepts about Customers and Bowling are -

- Each lane has a single Main Customer. This customer is responsible for payment for all bowling. A Main Customer may be on more than one lane at once, but each lane can only have one Main Customer. The Main Customer is displayed on the **Main Tab** of the **Lane Information** screen.

- Each bowler position on the lane can also be linked with a customer. Scores for this bowler are then recorded against this customer's name. The customer for each bowler position can be selected using the link button on the Bowlers Tab in the Lane Information screen or the Booking screen. While these customers can contribute payment for bowling, the Main Customer is ultimately responsible for payment and will be billed for all

bowling on the lane, less any payments by other bowlers, regardless of how many frames each bowler actually bowls.

- When a customer purchases bowling, they will have a positive games (or bowling time) balance. The customer summary will show Games Remaining (or Time Remaining). When a lane is checked out, the amount of bowling actually bowled is debited from the customer.

- Other Customers can also contribute payment for bowling by assigning their bowling balance to another customer in the Sales screen. See Sales ▸ Assigning Bowling.

- Each bowler can be assigned a bowling rate in the Bowlers Tab. Touch Desk can then correctly charge for each frame bowled at the correct rate. However it is sometimes easier to just leave these rates blank and let the operator decide the rate at the time of the sale. In particular, it is not necessary to set the rate upon prepaid check in, as there will most likely not be any additional sales.

How customers should be used with bowling depends upon what customer records the bowling centre wishes to keep. If no records are to be kept, then a single casual customer can be created for each new lane check in. Even if the bowlers wish to pay separately, each sale can still use the same customer.

However it is often desirable to keep track of a customer's bowling and sales history. Combined with their contact details, this data can be a very powerful marketing tool.

- **To keep individual bowling history,** each customer must be linked to their bowling position on the lane. See the link button.
- **To keep individual sales history**, each sale for this bowler must use their own customer number when paying.

4.2.6. Customers and Tables

Customers are assigned to tables in a similar, but much simplified, way as they are for lanes.

Each table must have one main customer.

Each table can have up to 10 additional customers.

Although bills can be split and combined at check out, it is easier if a separate customer is defined at check in for each separate bill. If only a single tab is to be used, then only the main customer is needed.

How customers should be used with tables depends upon what customer records the bowling centre wishes to keep. If no records are to be kept, then new casual customers could be created for each new table at check in.

However it is often desirable to keep track of a customer's sales history. In this case, each customer must use their own customer number when making a purchase.

4.3. Common Tasks

Below is a list of common tasks. The reference section contains more detailed information on each module. Click **Help** on any screen to access the reference section.

When Touch Desk is displayed on a wide screen monitor, a smaller version of the Lane and Tables screens will appear within the Sales Screen. This allows for basic check-in and check-out of lanes and tables from within the sales screen. Procedures listed below as "**From the Sales Screen**" only apply when a wide screen is in use.

4.3.1. Post-Pay Check In.

If the customer's lane is ready -

- From the Lanes Screen, select a lane and click on **Check-In** (or just double click the lane).
- Enter the number of bowlers and press **ENTER**
- Enter the number of shoes given out, or just press **ENTER** if it is the same as the number of bowlers.
- Make any changes to the bowling style or other settings as needed. If each bowler is bowling at a different rate, then that rate can be set in the Bowlers Tab, and the correct rate will be charged upon checkout. Alternatively, these rates can be left blank and the operator can decide the rate at check out.
- Click **Check-In**, or just press **ENTER** again.

- The New Customer screen will appear. Enter a name if desired, or search for a regular bowler, or just hit **ENTER** again.

If the customer's lane is not yet ready, use a similar procedure to create a booking. The customer will then be automatically checked in when the lane becomes available.

- Go to the **Bookings** screen to create a booking.
- Double-click on the desired lane and time in the booking sheet, or if the lane is unknown at this time, just click **New**
- Enter the number of bowlers etc as prompted, pressing ENTER to advance to the next setting.
- Make any changes to the bowling style, rate or other settings as needed
- Click **OK**, or just press **ENTER** again.
- The New Customer screen will appear. Enter a name if desired, or search for a regular bowler, or just hit **ENTER** again.

By default, **Auto Check-In** and **Arrived** are ticked. The customer will be automatically checked in when the lane becomes available.

If the lane number is not yet known, leave it blank. The booking will be added to the waiting list. When a lane becomes available, drag the booking from the waiting list to the desired lane, or simply double-click the booking to edit it, and enter the lane number.

4.3.2. Pre-Paid Check In

Pre-paid Check-In is identical to post pay, except the **New Sale** buttons are used to make a bowling sale before closing the check-in screen. There is a **New Sale** button on the Main Tab for the main lane customer, and also one on each bowler (**$**) in the Bowlers Tab if bowling is to be paid and tracked separately.

Note that multiple bowling rates can be rung-up to the main lane customer if all are paying together. It is not necessary to set the bowling rate for each bowler, unless there will be further purchases and it is required for Touch Desk to automatically calculate the rate for each additional frame (similar to Post-Pay).

Also, when ringing up the main customer only, the number of bowlers will be assumed to be equal to the number of shoes sold. There is no need to enter these amounts manually.

From the Sales Screen –

This is a short cut procedure for Prepaid Check-in that can only be used if the lane is ready, and when there is no need to make changes to the bowling style, or individual bowlers.

- Go to the **Sales** screen
- Click **Clear** to clear any previous sale and customer if needed.
- Click on the lane or lanes to be checked in.
- Ring up the bowling that the customer wishes to purchase and click **OK** to complete the sale.
- The New Customer screen will appear. Enter a name if desired, or search for a regular bowler, or just hit **ENTER** again.

4.3.3. Extending a Pre-Pay

To add additional bowling to a prepay session, it is simply necessary to ensure that the correct customer is selected for the sale. There are a number of ways to do this

- Use the **New Sale** button on either the Main Tab or Bowlers Tab in the Lanes Screen.
- Simply select the lane or bowler position in the Lanes Screen, then go to the Sales Screen and click **From Lanes**.

Note that if the lanes had shut off due to the prepaid limit being reached, they will restart. If the lane has already automatically checked out, use the **Lanes ▸ Restore** button to restore the lanes, or just check in the customer again.

4.3.4. Checking Out

The procedure for Checking Out a lane is the same regardless of whether it is a pre-paid or post-paid customer, excepting that a pre-paid customer will generally have no bowling owing.

- Select the lane or lanes to be checked-out and click **Check-Out**. If the customer is on multiple lanes, individual lanes can be checked out at any time. Only when the last lane is checked out must the required amount of bowling for the entire session be rung up.

If there is no bowling or money owing or to be refunded, the **Check Out** button will be **GREEN**. If the amounts are within the Check Out Allowance, then the button will be **ORANGE**. In either case –

- Click **Check-Out** to complete the check out.

If there is bowling owing or to be refunded (Check Out button is **RED**), or if the customer owes any money from a previous sale –

- Click **New Sale.** The Sales screen will appear with the correct amount of bowling already rung up.

- Click **OK** to complete the sale. If all bowling has now been paid for, the lane will now check out.

To ring up bowling or collect any money from an individual bowler –

- Go to **Bowlers** to view a summary of each bowler's amount bowled and owing, or go to **Score Sheets ▸ Bowlers** to view each bowler's scores sheet as well as amounts bowled and owed.

- Click **Sales ($)** and ring-up this bowler's own bowling as above. Note that if this bowler has not been assigned a customer number, the new customer screen will appear.

It is not necessary to ring up the same amounts as shown on the Bowlers tab for each bowler. As long as the total amount rung up is sufficient for the total amount bowled, then the lane will check out.

If any customer wishes to see the bill before paying, ring up the games or time owing as above, but click **Pay Later** and **Enter** to complete the sale without collecting any money. Then click **Print Bill** (short or long) to print the bill showing all amounts owing including the current bowling just rung up. Then

to collect payment, begin a new sale for this customer, and go straight to the Payments screen without ringing up any further items, and complete the sale as usual.

From the Sales Screen –

This is a short cut procedure for Check-Out that can only be used if all bowling owing is to be billed to the main customer.

- Go to the **Sales** screen
- Click **Clear** to clear any previous sale and customer if needed
- Click on the lane to check out.
- The bowling owing will now be automatically rung-up.
- Complete the sale and the lane will check out.

4.3.5. Making a Booking

Bookings are used to reserve a lane or table. They are used for events such as Leagues and Tournaments, as well as for customer reservations.

To create a booking for a League or Tournament, see CDE Leagues and Tournaments.

To make a booking for a customer-

- Go to the **Bookings** screen.

- Select the desired day and scroll to the desired time and lanes in the Booking Sheet. Double click on a vacant slot to create a new booking.

- Click **New Customer** and either search for an existing customer, or enter the new customer's details. At least a name and phone number should be entered for all bookings.

- Enter the details for the booking, such as the number of bowlers and lanes. Select an appropriate bowling style and perhaps even enter the bowlers' names to allow for a speedy check in when they arrive. Generally the **Arrived** option should not be ticked, as the bowlers may arrive late. Bookings will not auto-check-in until the party has arrived.

4.3.6. Changing a Booking

To change a booking, firstly find the booking either in the booking sheet, or by searching by customer. Once the booking is found, double click the Booking or click **Edit.**

To find a booking for a given customer –

- Go to the Customer Screen and click **Search**
- Click **Clear All** to clear any previous search criteria.
- Enter the customer's phone number or name or other search criteria.
- Click **OK**
- Select the customer from the list.
- Go to the Bookings Screen, click the **Customer Tab,** then **From Customers.**
- Double click the booking to be changed in the list
- To go to the booking in the Booking Sheet, click on the booking in the list once, then click **Locate**.

4.3.7. Checking-In a Booking

Use this procedure to check in a lane or table for a booking or a customer on the wait list –

- Go to the **Bookings** screen and click on the Booking or Waiting List entry to check in.

- Go to the **Lanes** or **Tables** screen.

If the booking had a designated lane or table –

- Click on **Check-In.**

If the booking did not have a lane or table number entered, or if you wish to change the lanes or tables to be used –

- Select a lane or table and then click on **Check-In**.

Note that for multi-lane or multi-table bookings, each lane (or lane pair) or table can be checked in separately if desired.

It is also possible to check in a booking directly from the booking sheet. Simply drag the booking to "now" on the sheet, and the **Auto Check In** and **Arrived** functions will be automatically enabled, causing the booking to check in shortly.

4.3.8. Customer Tabs

To sell an item or bowling to a customer that is going to pay later-

- Ring-up the sale as usual, but click the arrow next to **Pay Later** in the Payment screen.

When a customer is ready to settle their tab-

- Go to the **Sales** Screen
- Click **Clear** to clear any previous sales
- Select the Customer.
- Click **Print Bill** (short or long) to print a bill for the customer if required.
- Click **Enter** to bring up the Payments screen.
- Enter the amounts to be paid by cash or other methods as usual.
- Click **OK** to record the payment
- If required, Click **Print Bill** (short or long) to print a copy of the bill including the payment, or just **Print Sale** to print a record of the payment only.

4.3.9. Checking In a Table

To check one or more customers into a table, where the customer is going to pay later –

- Go to Tables and select a free table, then **Check-In**
- For the main customer, click **New Sale**
- The New Customer screen will appear. Enter a name if desired, or search for a regular customer, or just hit **ENTER**.
- Ring up the customer's purchases.
- Click on the arrow next to **Pay Later** if not paying now.
- Then click **OK** to complete the sale.
- If other customers are paying separately at the same table, go to the **Other Customer** tab and use the **New Sale** buttons there to ring up sales for the other customers.

- Click **Check-In** to complete the check in

From the Sales Screen –

This is a short cut procedure for Table Check-in that can be used only for the main customer.

- Go to the **Sales** screen
- Click **Clear** to clear any previous sale and customer if needed.
- Click on the table or tables to be checked in.
- Ring up the customer's purchases.
- Click on the arrow next to **Pay Later** if not paying now.
- Then click **OK** to complete the sale.
- The New Customer screen will appear. Enter a name if desired, or search for a regular customer, or just hit **ENTER** again.

4.3.10. Adding to a Table's tab

From the **Tables** screen, select the table then **Modify** (or just double click the table).

Use the **New Sale** button on either the Main Tab or the Other Customer Tab to ring up additional sales as needed. Be sure to click the arrow next to **Pay Later** if the customer is not paying the account now.

From the Sales Screen –

This is a short cut procedure used to select the main customer from a table.

- Go to the **Sales** screen
- Click **Clear** to clear any previous sale and customer if needed.
- Click on the table.

4.3.11. Checking Out a Table

To check out a table –

- Go to Tables and select the table, then **Check Out**.

- Click on the customer's **New Sales** button, either on the Main Tab, or the Other Customers Tab.
- The Sale screen will open, click **OK** to complete the Sale, and collect the amount of cash or other tender from the customer as usual.
- Return to the Tables screen, and repeat for each customer.
- To combine several customers bill into a single payment, go to the Other Customers Tab, and select **Include** for all bills to be included, then **New Sale** for the customer who is paying.
- To combine all bills on the table into one and charge them to the main customer, click **New Sale** at the bottom of the Other Customers Tab.
- To split a bill, see Sales ▸ Splitting a Bill.

Once all customers on the table have no money owing, the table will automatically check out

From the Sales Screen –

This is a short cut procedure for Check-Out that can only be used if the table has only a main customer.

- Go to the **Sales** screen
- Click **Clear** to clear any previous sale and customer if needed
- Click on the table to check out.
- Complete the sale and the lane will check out.

4.3.12. Collecting Customer Deposits

Customers can make deposits for reservations, pro-shop orders, tournaments or any other purpose. The money is held in a trust fund, until it is paid out and used to offset a purchase.

For example, to collect deposits for pro-shop purchases –

- Set up an item of type CUSTOMER TRUST FUND and place it on a suitable screen. This item is a holding account only and would normally be grouped with other trust funds, not in the **Sales** group. See Editing Items ▸ Customer Trust Funds

- To collect a deposit, click the key, then the Collect Deposit key. Enter the amount collected into the price field, and complete the sale as normal.

- To redeem the deposit, click the key, followed by the customer's name, then ring up the item purchased. The amount of the deposit will be deducted from the price of the item.

- Note that if a customer has not yet been selected for the sale, then clicking the key will display all customers who have a deposit of this type. This can be used as a quick way of finding the correct customer

- If only part of the deposit is to be redeemed for this sale, then ring up the sale items first, then select the deposit key. The amount deducted from the prepaid deposit will be automatically set to equal the amount of the sale.

The **Note Req'd** option can be enabled when setting up the item to force the operator to enter some text in the notes field. This is typically used for trust funds such as pro-shop deposits to enter a description of the item ordered, expected delivery date etc.

4.3.13. Gift Cards

Touch Desk supports the issuing of gift cards or certificates which can be redeemed at a later date.

The card or certificate has no intrinsic value; it merely provides a link to a customer that has a deposit made for them in the Gift Cards trust account.

Gift Certificates can be designed on any word processing program, but should include the customer number, the amount and the date.

Gift Cards work identically to customer cards. The card can be either a magnetic stripe type, or have a barcode. As long as the code is unique it can be used to identify a customer.

In order to use Gift Cards, there should be a customer trust fund item called Gift Cards, and it should be placed somewhere on the Sales screen. See Editing Items ▸ Customer Trust Funds

When the card is issued, the purchase makes a deposit against Gift Cards for the amount of the card. The customer used for the sale should be the recipient of the gift. This could simply be a new customer called GIFT CARD #0001 for

example, or it could be used as an opportunity to enter the recipient's name and details into the customer database.

When the card is redeemed, the operator either swipes the card or uses the customer number from the certificate to identify the customer and then selects the Gift Cards item, and then the customer. This is the same procedure as for redeeming any customer deposit.

If the Gift Card has been issued under an anonymous customer ID (eg GIFT CARD #0001), and the recipient already has an entry in the customer database, then the proceeds of the card can be transferred to the customer when it is first presented. Use the following procedure –

- Select Gift Cards, then the customer as if to pay out the entire deposit
- Click **Show Payment**
- Click on **TRANSFER** and select the recipient as the transfer customer, then click OK

The balance of the Gift Card is now available for the customer to spend. Note that this balance is no longer held in the Gift Card trust account, but is simply a positive cash balance for the customer.

Note that some linked EFTPOS terminals may also support the use of Gift Cards for payment. These Gift Cards are different from the in-house Gift Cards as described above, and can be used across multiple sites. While Touch Desk support using these cards for payments, other function such as issuing the card and activating new cards must be done outside of Touch Desk. Contact your payment provider for more information on using these types of Gift Cards.

4.4. CDE Leagues and Tournaments

4.4.1. Overview

Touch Desk works with CDEs League and Tournament programs to allow these events to be run automatically.

The event is defined within the CDE program, and then exported to Touch Desk.

Touch Desk automatically scans for new export files every minute. When a new file is found, Touch Desk will read the file and create a booking for the

event. If a booking for this event already exists, it will be updated with the new information in the export file.

The booking will appear in the Booking Sheet just like any other booking, and may be checked in and started the same way.

As the event progresses, Touch Desk saves the bowler's scores in a file. This file can then be imported into the CDE program for processing.

4.4.2. Setup of CDE programs

The **Automatic Scoring Setup** screen in the CDE program is used to configure the capabilities of the scoring interface. None of these settings need be changed from their default values, unless the CDE program is to be installed or run on a computer other than the Lane Server. In this case, the following settings must be changed:

- **Location for Export File**. This is the location of the folder where the CDE program exports files to the scoring system. The location is a shared folder on the Lane Server computer called **Lane Server Data\CDE.** Use the browse button to find it. Click **Browse**, then **Network**, then the name of the lane server computer, then **Lane Server Data** then **CDE.** Do NOT use a redirected drive (such as Z:) as this method is NOT reliable.

- **Location for Scores File.** This is the folder where scores are exported from the scoring system to the CDE program, and is the same as the Export File location above.

- **Location/Computer Name of Front Desk**. This is the location of the Lane Server program files, and is a shared folder on the Lane Server computer called **Lane Server Programs**.

Note that the name **localhost** is used in the default settings to refer to the computer that the CDE program is installed on. If the program is to be run from a different computer, **localhost** must be replaced with the actual name of the lane server computer.

Note also that the type of scoring system must be set to **AK Microsystems Touch Desk.** If Touch Desk has been installed as an upgrade to the Lane Control System, contact CDE Software to also upgrade their programs.

Name Length It is also a good idea to set the maximum length of combined name in the Options screen to whatever the maximum name length your particular scoring system supports. This value defaults to 24, but many older scoring systems only support 16 characters in a name. Setting this value to 16, and ensuring bowler names are less than 16 will minimise importing errors due to unmatched names.

All other settings should remain at their default value.

4.4.3. Exporting to Touch Desk

Prior to the start of the event, the event must be exported from the CDE program to Touch Desk. See the BLS program for details on exporting.

Shortly after exporting, Touch Desk will create a Booking for this event, and load the bowlers and settings from the CDE export file into the Booking.

The Customer for the Booking will have the same name as the event. If this customer does not exist, it will be created.

To also create a customer record for each bowler, see Customers ▸ CDETab ▸ Creating a Customer for each bowler .

A booking for a CDE event is just like any other booking, except that –

- The Booking screen has an additional tab with CDE specific options. These options reflect those scoring options that can be set from within the CDE program. See the CDE Tab for more details.

- The Bowlers Tab shows each *team* in the event, rather than each *lane* as for a normal booking. How these teams are sent to the lanes depends upon the event rules. There may be more than one team on a lane, and teams may change lanes between games. The teams may also contain more bowlers than will actually play to allow for reserves.

- Double clicking on a bowler's name brings up a list of all bowlers in the event, allowing for easy substitutions.

- Any attempt to change the assigned lanes for the booking will bring up the Lane Move screen. This screen allows any lane assigned to the booking to be moved to another lane.

4.4.4. Setting Event Options

There are many different settings that effect how a league or CDE event will behave. Some of these options are set within Touch Desk, others within BLS. As both BLS and Touch Desk support many different types of scoring systems, some of these options may not be available for your centre.

When a CDE event is imported into Touch Desk, the options are applied as below -

- The Booking is created using the bowling style, and various other settings from the CDE Tab of the league customer. See Customers ▸ CDE Tab for details. The league customer is automatically created the first time a file is imported, and is then used to set the bowling style and other options for subsequent weeks.

- The options found within the CDE export file (ie.those set within the BLS program) are then applied, overwriting any already set. For example, if the practice time in the current bowling style is 5 minutes, but practice time is set to 10 minutes in BLS, the booking will use the 10 minute setting. For details on the CDE options and how they relate to Touch Desk options see Bookings ▸ CDE Tab.

Note that these settings are only applied when the event is exported from CDE and the booking is created. If any changes are made to either the CDE customer, or within BLS after this time, the event must be re-imported into Touch Desk.

However, the individual settings that make up the bowling style are applied at check in. So any changes to these settings made after export, but prior to check in, will be used.

Any changes that are made directly to a current CDE booking in the Bookings screen will NOT automatically carry over to the next week's booking. Only

changes made to the Style, CDE Customer or within BLS will be used for subsequent weeks.

4.4.5. Start up and Shutoff Options

This section details how to setup the league for automatic start-up and shut-off. After setting these options, re-export the league from CDE

4.4.5.1. Auto Check In

On the League customer's CDETab –

1) Enable **Auto-Checkin** and enter a time prior to the start time that the lanes should check in.

If the league customer does not yet exist, export the league once to create it. Make the necessary setting changes to the customer and then export it again to use the new settings.

4.4.5.2. Pinspotters ON at start of Practice

In BLS **Send League to Front Desk ▸ Options -**

1) Set **Automatically Switch Pinsetters On**
2) Set **Shadow Practice** if pinspotters should use instructomat mode, else they will use normal play mode.

4.4.5.3. End of Practice.

Some common scenarios are detailed below, although others are also possible.

Automatic with Pinspotter shutoff.

One minute prior to the end of practice "**End Practice Near**" will appear on the overheads.

At the end of practice the pinspotters will go off.

A short time later, the pinspotters will come back on, the scoring will reset out of practice mode and the player arrows will appear.

In BLS **Send League to Front Desk ▸ Options –**

1) Set **When Practice is Finished Pinsetters should be TURNED OFF.**
2) Set **When Practice is finished the scoring goes into league mode** to **AUTO**.

In the bowling style, as defined on the League customer's CDETab –

3) Set the **Restart** time as the number of minutes after shut off that the pinspotters will restart. If the **Restart** time is greyed out, enable practice, set the time and then disable practice.

Automatic without Shutoff

One minute prior to the end of practice "**End Practice Near**" will appear on the overheads.

At the end of practice the scoring will reset out of practice and the arrows will come up.

This method relies on the bowlers noticing the "**End Practice Near**" message and stopping bowling.

In BLS **Send League to Front Desk ▸ Options –**

1) Set **When Practice is Finished Pinsetters should be LEFT ON**
2) Set **When Practice is finished the scoring goes into league mode** to **AUTO**.

Manual without shutoff

One minute prior to the end of practice "**End Practice Near**" will appear on the overheads.

At the end of practice, "**End Practice**" will appear or for scoring systems that use full screen for the **End Practice Near** message, this message will clear.

The front desk can now reset the scoring with Lanes ▸ Modify ▸ Practice and let the bowlers bring up their own arrows, or use Lanes ▸ Modify ▸ Bring Up Arrows to both reset the practice mode and bring up the arrows.

For XL scoring the arrows will always come up when practice is reset. Some other scoring systems require the bowlers to bring up the arrows.

In BLS **Send League to Front Desk ▸ Options –**

1) Set **When Practice is Finished Pinsetters should be LEFT ON**
2) Set **When Practice is finished the scoring goes into league mode** to **MANUAL**.

4.4.5.4. End of Bowling.

The end of bowling options are set in the bowling style used for the league. This style is set on the League customer's CDETab.

Normally the **Auto Shut Off after game X** option is used. The actual number of games in the league is read from BLS, the number entered in the style is not used.

Make sure other shutoff options such as **Shut off at End of Prepay** are NOT used, as these generally do not apply to leagues and may result in premature shutoff.

The shutoff options shown in BLS **Send League to Front Desk ▸ Options** are not used.

4.4.6. Making Bookings for the whole season

To make a booking, and therefore reserve the lanes, for a whole season of a league –

- Export the first week from BLS. It does not matter if bowlers and teams have not yet been entered, as long as the lanes, start time, dates etc are correct. This will create a customer for the event.
- Go to the **Customers Screen** and **Edit** the customer for the event. Go to the **CDE Tab** and set the booking types, bowling style, and time on lanes as required.
- Go to the **Bookings Screen** of Touch Desk and select the booking for Week 1.Click **Edit** then **Re-Import**. This will apply the options from the Customer to the booking. These options will now automatically apply for all future weeks. Close the booking.

- Click on **Repeat** and enter the number of weeks to repeat.
- If there are any breaks in the season, it will be necessary to manually adjust the date for some weeks by **Modifing** the booking. Make sure that the week number on the CDE Tab of the booking corresponds to the date of the booking. Do not just delete any breaks in the season, as these week numbers will then be missing.

As each week is exported throughout the season, the booking will be updated to show any changes that have been made to the league.

The above method is the only way to generate a valid CDE booking. Using **New** to enter a new booking will generate a normal booking, not a CDE booking. It is hoped that future versions of CDE's programs will export the entire season's schedule, and bookings for the entire season will then be generated automatically.

4.4.7. Making Changes before Check In.

To make changes to the event before the lanes are checked in, go to the Bookings Screen and **Edit** the booking

Changing the Line Up.

To add or delete bowlers in a team, go to the Bowlers Tab. Double click on a bowlers name to bring up a list of all bowlers registered for this event, and select the new bowler for this position. If the new bowler is not registered for this event, just type in the new name, handicap and blind or absent score.

Note that the team may contain more bowlers than will actually play, to allow for reserve bowlers to be registered with the team. Only those bowlers at the head of the line up will actually play. For example, for a four man team, only the first four bowlers in the line up will appear on screen at the lanes.

Bowlers can be moved around within a team by dragging and dropping their name onto a new position, or moved to a different lane by using the **Move Bowler** button.

Bowlers who are bowling with the team, but are not part of the team, can be added to the end of the line-up. Their type should be set to **Pacer**.

Bowlers with type set to **Absent** or **Vacant** will appear at the lanes as **Blind** bowlers. The only different between the types is whether the blind score used is the absentee score or the vacancy score.

Bowlers who have pre-bowled will have a player type of **Absent**, but the blind score shown at the lanes will be their pre-bowled score. Any pre-bowls should be entered in to BLS before exporting the league. Note that only Touch Score scoring will correctly update the pre-bowl score at the lanes for each game. Other scoring types will show only the first game pre-bowl, but will this will not affect CDE processing of the league.

Also, some scoring types do not support marking bowlers as absent when the league is initially sent to the lanes. This may need to be done at the console, or after check in.

Changing the Lane Assignments.

To move the event to different lanes, click on a lane number in either the **Main Tab** or the **Bowlers Tab**. The **Lane Move** screen will be displayed. Enter the new lane numbers for each lane to be moved.

Changing the Scoring options.

The scoring options are determined by the Bowling Style, and the options set in the CDE program. Either may be changed within the Booking Screen as required. Note that any changes made to the CDE options here will not carry over to the following week. To make the changes permanent, they must be changed in the CDE program.

The bowling style that is chosen defines what the scoring will do when the event is started. If practice mode is required, or the machines are to be switched on, these options must be set in the appropriate style. Note however that some CDE options will override the bowling style.

To change the bowling style, booking type, or time on lanes for future weeks, edit these items on the CDE Tab of the ***Customer*** for the event.

4.4.8. Making Changes after Check In

To make changes to lanes that are already checked in, use the **Modify** command in the Lanes Screen.

Changing the Line Up at the Desk.

To add or delete bowlers on a lane, go to the Bowlers Tab. Double click on a bowlers name to bring up a list of all bowlers registered for this event, and select the new bowler for this position. If the new bowler is not registered, just type in the new name, handicap and blind or absent score as usual.

Note if a bowler that has pre-bowled is added after check-in, the pre-bowl scores for each game will not automatically appear at the lanes. However the scores will import correctly into the CDE program.

Bowlers can also be moved around on a lane by dragging and dropping their name onto a new position, or moved to a different lane by using the **Move Bowler** button.

Note that the event rules determine which team and bowler position within that team will occupy each position on the lane, regardless of the bowler name entered there. For example, if there are two teams on a lane such that the line up is:

1. Team 1 Bowler 1
2. Team 1 Bowler 2
3. Team 2 Bowler 1
4. Team 2 Bowler 2

Then whatever bowler name is entered as position 1 on the lane will be regarded as Bowler 1 for Team 1, even if the name of a bowler in team 2 is entered here.

Changing the Line up at the Lanes.

New bowlers can be entered at the lanes as required, but note the rules above regarding bowler position.

TS2/TS3 also allows for bowlers that have been registered as reserves for this team to be easily exchanged with a current bowler.

To make any of these bowler changes at the lanes, the *Allow Edit Names* CDE option must be set.

To restore the original line-up use the TS2 menu option *Get Names from Desk*.

For AMF Accuscore scoring, you can make line up changes at the lanes by entering a special code as the team name, then pressing enter –

- Enter **111X** with to restore the original line up. If any bowler names are entered prior to entering 111X, Touch Desk will attempt to match the names with those listed for the league in BLS. So the names of reserves could be entered, then **111X**, and Touch Desk will fill in the handicap scores.

- Enter **888X** if an entire team is absent. For Accuscore Plus this will delete the team as this scoring does not support a whole lane being blind.

Changing the Lane Assignments.

If a lane needs to be moved after check in, then either-

- **Move** the lane to another lane
  or
- Check the lane out, change the lane assignments in the booking, then check the new lane in.

Changing Scoring Options.

Use the **Modify** command in the Lanes Screen as usual. All the CDE specific options map to the standard options available in these screens.

4.4.9. Starting the Event

Starting a CDE event is identical to starting any other booking. See Checking In a Lane Booking

Turning on the Screens.

If Auto Check in is enabled, the screens will come on automatically a preset time before the start time. If not, select the booking in the Bookings Screen, go to the Lanes Screen, and click **Check In**. Click **Lane On Hold - Yes** on the **Main Tab** to prevent the lanes from going straight to play or practice mode.

An important advantage of Auto Check-In is that the lanes will come on as they become available. With manual check-in, it is necessary to check in each pair as they become available, or wait until all the lanes are available.

Starting Practice.

If Auto Start is enabled, the event will automatically start at the preset start time. Starting an event means taking the lanes out of hold. The settings from the bowling style will then be applied. This may be practice or play mode, and may start the pinspotters.

To start a booking manually, use the **Modify** command in the Lanes Screen and click **Lane on Hold - No**.

Starting Play.

Changing from practice to play mode can happen automatically or manually.

If a practice time is set in the CDE program, then the lanes can be configured to automatically come out of practice mode at this time. There is also a CDE option to determine if the machines will stop or keep running. See Start Up and Shut Off Options for more information.

If automatic transition from practice to play has not been setup, it is up to the front desk staff to take the lanes out of practice and set the machines using the **Modify** command in the Lanes Screen as usual.

Note that resetting Practice will automatically switch the pinspotters *On* if they were previously in *Instructomat*. Also, clicking on **Bring Up Arrows** will automatically reset practice mode, set the machines on, and bring-up the arrows.

4.4.10. Making Changes during the Event

Moving a Lane.

If a lane must be moved during an event due to breakdown, use the **Move** command from the Lanes Screen as usual. Touch Desk will automatically edit the lane assignments for the event, so that any scheduled movements of bowlers between games will work correctly with the new lanes.

If it is not possible to move the lane, then edit the lane assignments in the Booking, and check the team in on the new lanes. To skip to a game other than the first game, see below.

Skipping a Game.

In some cases it may be necessary to advance a lane to the next game, without the previous game being bowled. For example, if the teams are scheduled to change lanes after each game, and neither of the teams on a pair have turned up for game 1, then this pair will still be waiting for game 1 when the game 2 teams are ready to bowl on it.

To correct this situation, use the **Modify** command on the Lanes Screen and go to the Scoring Tab. Enter the correct **CDE Game** (game 2 in the case above) and click on **Load CDE Names**. The teams for game 2 will now appear on the lane.

Although the lane status will show that these lanes are on game 1, and there will be only 1 score sheet, the scores will be correctly entered into the CDE import file as game 2, as per the **CDE Game** setting.

4.4.11. Finishing the Event

Once the event is over, the lanes can be checked out as normal. There is no special procedure required for a CDE event.

The scores can be imported into the CDE program at any time, even while still bowling.

Note that the length of the bowler's name returned from the scoring system depends upon the actual system. In some cases, only 16 characters are returned. The CDE program will give an *unknown bowler* error for any names that are longer than this limit. To solve this problem, either limit bowler names to the length supported by the scoring, or use the **Identify Unknown Names** function of the CDE program to map these shortened names to the actual names.

4.5. Cash Management Overview

Touch Desk is much more than just a replacement for a cash register. While it is possible to simply use the end of shift reports for book keeping as you would the daily totals from a cash register, Touch Desk can also be used for –

- Exporting to QuickBooks accounting. Touch Desk provides full reporting and details of income, while Quickbooks manages expenditure, payroll, bank reconciliation etc. This provides a complete solution for centre accounting.

- Detailed income reports comparing income with last year, bowling sold versus actually bowled and bowling statistics such as average game price. While Quickbooks can track income in dollar terms, only Touch Desk can integrate this information with the bowling data.

- Tracking trust funds or virtual bank accounts such as League Prize funds and customer deposits.

- Customer statements for customers who have a credit account with the centre.

- Tracking Stock

4.5.1. Daily Operation

The basic steps for daily operation of the Touch Desk Sales function are detailed below. More detailed information is in Sales.

- **Open a shift**. Before any sales can be made, a shift must be opened. Go to the **Sales** screen, **Shifts**, then **Open Shift**. See Sales ▸ Working with Shifts. It may also be necessary to enter the initial opening float in the cash drawer at his time. See Sales ▸ Banking

- **Ring Up Sales**. Ring up sales as required throughout the day. Click each item to be sold, followed by **OK**, then select the payment type (Cash etc) then **OK** again and collect the payment. See Sales ▸ Ringing up Items

- **Close the Shift**. At the end of the day or shift, go to **Sales**, **Shifts** and then click **Close Shift**. Remove the cash from the drawer and any checks etc.

  If a new shift is to be started straight away, click **Open Shift** and enter any initial float as before. You can then start ringing up sales for the new shift without waiting for the previous shift to be counted and finalized.

- **Enter Banking**. Count the cash and checks and enter the amounts using **Shifts** and then **Banking**. Make sure to select the "**Previous Shift**" option as this banking is for a shift that has already been closed. See Sales ▸ Banking.

- **Finalize the Shift.** Once all banking has been entered, click **Finalize Shift**. If enabled, the End-of-Shift report will automatically print, and an export file will be created ready for import into QuickBooks or other accounting programs**.**

- **Import into QuickBooks or similar.** At some time later, the files generated by Touch Desk can be imported into QuickBooks. If the banking amounts entered into Touch Desk do not match the actual deposits, this will be found when the bank account is reconciled within QuickBooks. Any corrections can be entered in QuickBooks if needed.

  It is also possible to enter corrections into Touch Desk itself. This is necessary to ensure that the Touch Desk income reports and balances reflect the correction. See Sales ▸ Amending Daily Totals. Any changes to Touch Desk should also be re-exported and imported into QuickBooks to ensure both systems reconcile.

4.5.2. Trust Funds

Trust funds are used whenever money is held in trust and later given out or used for a subsequent sale. Examples include League Prize funds and customer deposits.

Touch Desk can keep track of the balance of these funds, and produce statements showing deposits and withdrawals as if they were virtual bank accounts.

In addition, the balance can be shown on the Sales screen.

The Sales screen can be used for both collecting deposits, and paying out money directly out of the cash drawer.

Where money is paid out of a trust fund outside of Touch Desk, for example if the centre writes a check to pay for league prizes, then the amount must be entered into Touch Desk using the Adjust key.

See Items ▸ General Trust Funds and Items ▸ Customer Trust Funds

4.5.3. Multiple Bank Accounts

Touch Desk collects all banking into a single account, however often separate bank accounts are needed. For example, the League Prize money may be kept in a separate account.

It is generally not practical to divide the money up into its separate bank accounts prior to banking. For example, a single check may be used to pay for both a leagues bowling and their prize fund deposits, and this single check cannot be deposited into two separate bank accounts.

Therefore, the money is best banked into a single account and transferred sometime later from one account to the other.

All the items that belong to the separate bank account should be set up under a single group header, for example all the league prize funds could be under a "Prize Fund" group header which represents the separate bank account.

If the centre is using QuickBooks, then this group should be accumulated under a single account within QuickBooks, and the balance of this account periodically transferred to the new bank account.

For centres not using QuickBooks, then the total for this group, taken from either the end-of-shift reports, or perhaps from weekly income reports, is used to determine how much needs to be transferred to the new bank account.

4.5.4. Customer Accounts

Customers can be setup for a credit account, with a defined credit limit and payment date. See Customers ▸ Account.

Use the Pay Later button when making sales for this customer.

To accept a payment, ring up an empty sale and enter the payment details as usual.

If the customer makes a payment that is outside of Touch Desk, for example a direct deposit into the centres bank account, then enter the transaction at Touch Desk using the Adjust key.

To print customer statements for mailing or emailing, see Admin ▸ General Reports ▸ Customer Statements.

If using QuickBooks the Customer Accounts item should be linked to an accounts receivable account.

4.5.5. Stock Control

Touch Desk includes a simple stock control system.

Opening stock, stock adjustments, and stock purchases can be entered either using the Adjust key, or in the Items screen.

Stock sales are automatically recorded when an item is sold.

Stock on-hand is displayed on the sales screen.

General Reports includes reports for stock movement, and re-ordering based on the required minimum stock level. See Admin ▸ General Reports ▸ Stock Activity , Stock List and Restock List.

4.6. Working without the Point of Sale module

The Point of Sale module in Touch Desk can be disabled. Touch Desk then works as a Lane Control System only, and a separate cash register is used to record sales.

To enable or disable the Point of Sale module, see Admin ▸ System Setup ▸ Sales ▸ Disable POS. If this option is greyed out, then your licence does not include the POS module. Contact your supplier for an upgrade.

The following points should be noted when using Touch Desk without the Point of Sale module –

When checking in a lane, you can enter the number of games (or amount of time) that the customer has purchased. The automatic shutoff functions will then work as described, as if these amounts had been actually rung up in the **Sales** screen.

POS reports can still be used to show the amount of actual bowling for each shift, although obviously there will be no financial information on these reports. In order for this to work correctly, each shift must be Open, Closed and Finalised as described in Sales ▸ Working with Shifts. If POS reports are not required, then a single shift can be opened and never closed, and all bowling will accumulate in this shift.

The Income Report can be used to show the amount of bowling over a longer period. Only the **Bowling** and **Lane Usage** sub sections will be useful, all other sub sections should be disabled.

Use of the Income Report will require that valid shifts are opened and closed as above, OR that the Any Time filter in the report has not been checked. This is because reports filtered by time use the transaction date and time, rather than the shift date, so a single shift can still be divided into separate days. Enter 12:00AM to 11:59PM as a time range to include the entire day's activity.

4.7. XBowling

Touch Desk supports uploading live scores to the XBowling website. See www.xbowling.com

To enable this upload you need to –

- Enter your XBowling Venue ID, as issued to you by XBowling, in Lane Server Configuration
- Enable Collect Live Scores and Send to XBowling on the Results tab of the Lane Modify screen. You can also preset this option for each style, so that only some styles of bowling are uploaded.
- For legacy scoring, also enable Lanes ▸ Setup ▸ Legacy Live Scores .

The scores uploaded to XBowling are a copy of the Live Scores held by Touch Desk and used for Digital Signage. See Collect Live Scores and Lanes ▸ Setup ▸ Legacy Live Scores for more information on Live Scores collection.

In order to maintain the integrity of scores sent to XBowling, manually edited or corrected scores are not sent. Usually the original score will be sent, then the edited or corrected score will be ignored. However, if the score is corrected

before the original has been sent to XBowling, then no score for this ball will be sent.

XBowling will be automatically disabled if the lane is set up for anything other than regular 10 pin bowling. For example the following features are not allowed –

- No-tap mode
- Forty Frame Game
- Bonus strikes
- Duckpin, Candle pin or 5 pin
- Strike Shot mode
- Automatic bumpers enabled

Where some of these features are enabled for a specific bowler only, then only that bowler's scores will be omitted.

These steps are necessary to ensure that the score can be fairly compared with scores from other bowlers in other centers.

See the EULA for important notes regarding XBowling.

5. Multi-Centre Management

One or more Touch Desk terminals can be installed in "Remote Master" mode, and then used to control a number of bowling centres.

The Master Touch Desk provides –

- Consolidated reporting.
- A common setup for all centres (Standard Operating Environment).
- Centralised Booking system.
- Centralised Customer database.

The Master Touch Desk(s) can be installed offsite, or at one of the bowling centres. A third party IP tunnelling program is used to provide secure access from the Master Touch Desk(s) to each of the bowling centres via the internet.

See Installation ▸ Master Touch Desk for installation information.

The Master Touch Desks share a single common database. Data is then exchanged between this Master database and the database at each centre. Setup data is uploaded to the centre, and activity data such as sales for the day are downloaded from the centre.

As each centre still maintains its own local database, the centre can operate independently if connectivity between the centre and the Master is lost, or if the Master Touch Desk computer is not operating.

In order for data from multiple centres to co-exist, the ID numbers used to identify the data are expanded to include the centre ID number. For example, transactions usually start at #0000001 and increment. For centres controlled by a Master Touch Desk, the first transaction will be #xx0000001 where xx is the centre ID number. This numbering system applies to all shared data, such as customers, bookings etc.

Note that sometimes the full ID number is not shown. For example the transaction number on receipts is only 7 digits long, as the centre name is shown separately.

The Master initiates all exchanges with each centre, and is configured using the following screens at the Master –

Admin ▸ Data Exchange is used to exchange data between the Master Touch Desk and each centre, either on demand, or automatically at a preset time. Typically this would be set to run overnight, to both update each centre's setup and download the day's activity.

The Admin ▸ Data Exchange screen is also used to enable live syncing of customers and bookings. This data is constantly kept in sync and does not need to wait for the overnight update. Syncing will talk place whenever the Master Touch Desk computer is running and connected to the internet; Touch Desk itself does not need to be operating.

Admin ▸ Centre Setup is used to enter the ID, and server IP addresses of each bowling centre, as seen from the Master.

At each centre, Admin ▸ System Setup ▸ Main Tab limits what the Master Touch Desk can control on a centre by centre basis.

There are many ways the data exchange can be configured, depending upon what functionality is required of the Master Touch Desk. See the reference section on Data Exchange for more information.

A Master Touch Desk can also be used in **Remote Access** mode to simply log in to a centre's Touch Desk network and behave the same as if it were a normal Touch Desk terminal located at the centre. This allows operations that would normally need to be performed locally at the centre, to be done at the Master location.

Note that **Remote Access** mode is different from using a remote control program, as the operation of the Master Touch Desk is completely independent of any on-site terminal.

Reporting with the Master Touch Desk is essentially the same as a normal Touch Desk, except that extra filters and report types are available. For example, in General Reports, the Income by Center report provides comparative income data between centres over any period on a single page.

There is also the ability to filter a report by centre on the POS Reports screen, the General Reports ▸ Filter Tab and on the Transaction and Customer search screens.

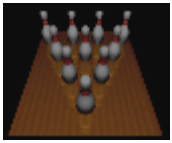
Use of a Master Touch Desk requires the Touch Desk Standard version, not Lite at each bowling center.

6. Reference

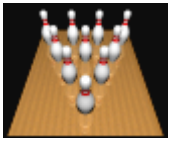
6.1. Lanes

The **Lanes** screen is used to control the scoring system and the pinspotters. Note that Back Office terminals can view the Lane screen, but cannot make any changes.

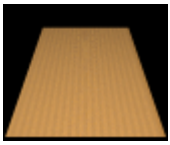
Each lane is represented by an icon which indicates the status of the lanes as shown below:



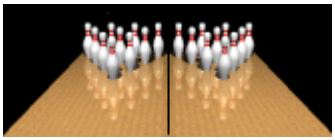
A dark image indicates that the pinspotters are OFF



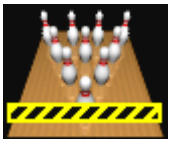
A light image indicates that the pinspotters are ON



Missing pins indicate the lane is in practice mode.



The pair is in cross lane or league mode



The lane is either in Workshop mode or Stand-alone mode, and should not be used. See Lane Information Screen ▸ Other Options ▸ Workshop and Stand-Alone

The lane is not communicating with the desk, the status is unknown.

The ball detector has detected an intrusion on the lane and the pinspotters have been shut off. Turn the pinspotters off then back on again to restore normal operation. See Setup Ball Detector

Below is an example of a lane that is checked-in:

- **5** is the lane number.
- **The small pin deck** shows that there is a previous customer that has not yet been checked out. Click on the deck to check out.

The following items only appear on lanes that are checked-in:

- **4** is the number of bowlers on the lane. For most legacy scoring systems, this number is only updated when a sheet is collected from the lane.
- **The light bulb** beside the lane number indicates that the bowlers have requested service (the service light is on). Click on the symbol to clear the service light (if allowed by the scoring system). See Lane Service Alarm to also play an alarm sound.

- **A phone** symbol indicates the customer has pressed the intercom CALL button. Click on the phone to answer the call. See Lane Intercom Ring to also play a ringing sound.

- **A Shoe** symbol indicates that the lane owes shoe rental.

- This symbol shows that the lane is busy; it is in the process of either checking in or out and cannot be used.

- **John Smith** is the Customer. If no name has been entered for this customer, the customer number will be displayed instead (eg. #000228) The customer number will be highlighted in **orange** if the customer owes money.

- **13:01** is the time the lane was checked in. If these bowlers have not bowled a ball for a set period, the time will flash in **green** indicating that they are slow bowlers. **H** denotes that the lane is on Hold. If the lane is in automatic practice time, the practice time remaining will appear denoted with a **P**.

- **Game 1** indicates that they are on their first game.

- **1.0 Games** shown in **Green** indicates that there is one game remaining in this prepaid booking.

  If shown in **Red**, this figure is the amount that has been bowled or is still to be paid.

  This figure can be in games or time depending upon how the customer is going to pay.

  For pay by time booking with less than 10 minutes remaining, this figure will be shown in flashing **Orange**.

  For multilane bookings, the amount of bowling rung up and remaining is averaged over all the lanes in the booking.

The colour of the lane symbol will change as follows:

For pre-paid bookings (or post pay after any payment has been made) –

- **Green** during normal bowling
- **Orange** when the paid limit game is reached, or the prepaid time limit is near (less than 10 minutes remaining)
- **Red** if the paid allowance is exceeded

For post-pay bookings with no payments, the lane is shown in **black,** as the amount to be bowled is not known.

For CDE events, the lanes are shown in **purple**.

The Lanes button will also show the number of lanes requiring attention as below:

Lanes requiring attention are those with any of the following conditions.

- Have exceeded their paid allowance
- Owe money
- Are slow bowling
- Are calling the desk via the intercom.
- Have a previous booking not checked out (counts as an extra lane)

6.1.1. Selecting a Lane

Before any action can be taken on a lane, the lane must be selected.

- **To select a single lane** click anywhere on the lane icon.

- **To clear all selected lanes**, click anywhere outside the lane icons, or click **None.**

- **To select all lanes** click **All**.

- **To select a range of lanes**, click the first lane then the last lane in the range.

- **To select all lanes being used by a particular customer**, click on any lane for this customer, then click **Customer**. This is particularly useful for a customer that is on many lanes, such as a league, but due to early check outs is no longer on a continuous range of lanes.

- **To select a lane using a customers card**, simply scan or swipe the card through the card reader.

- **To select multiple lanes**, use the **And** and **Thru** buttons. For example, to select lanes 1,2,3,4,7,8,9,10 click on:

  1 Thru 4 And 7 Thru 10

  The **CTRL** and **SHIFT** keys can also be used to select multiple lanes in the normal windows fashion. For example, to select the above range use:

  1 Shift-Click-4 Ctrl-Click-7 Shift-Click-10

- **Double clicking** on a lane is a short cut to check the lane in, or modify it if already checked in.

6.1.2. Lane Actions

The following lane actions are available:

- **Check In** – turn a lane on ready for bowling

- **Check Out** – turn a lane off at the end of bowling

- **Modify** – Modify a lane, including various options, colours, messages, scores etc.

- **Previous** – access the previous customer from a lane to perform a delayed checkout, or view scoresheets.

- **Move/Restore** – Move bowlers from one lane to another, or restore a lane that has been accidentally checked out.

- **Saved Scores** – view old score sheets that have been saved in the database.

- **Setup** – setup the lane hardware, camera alignment, file downloads etc. These settings do not need to be changed from one booking to the next.

- **Styles** – Styles allow large numbers of lane options and settings to be saved as a predefined style. This style can then be applied to a lane with a single click.

- **Intercom** – Enables the intercom with the lanes where available.

- **TV Remote** – brings up a floating TV Remote to control the TVs. Note that the remote should NOT be used for functions that are supported automatically by the normal display options, such as TV on/off. Using the remote for these functions will cause the automatic functions to work incorrectly.

- Lane View – displays the lane's screen for XL and BOSS systems. Can also be used to operate the lane as if from the bowler's console.

Some of these functions will not be available, depending upon the lanes selected. For example, if lanes from different customers are selected, the Check Out function is not available.

Clicking on **Check In, Check Out**, **Modify or Previous** will bring up the **Lane Information Screen**. This screen contains all the various lane options and settings, as well as the current lane status. It is essentially the same screen for all four actions, although some parts may be disabled for some actions. See the Lane Information Screen below for details.

6.1.2.1. Check In

Check-In is used to turn on a lane ready for bowling.

The default Check-In style will be applied to setup the lane with the most commonly used settings. However an alternative style can be applied by clicking on a style button or selecting a style from the drop down list. Other settings and options can also be changed before Checking In.

Each checked in lane requires a customer. A customer can be selected from the drop down list, or if left blank, a new customer will be created.

See Basic Operation ▸ Working with Customers for details on how to select a customer.

6.1.2.2. Check Out

Once bowling is complete, the lane must be Checked-Out.

If any customers have been linked to bowlers and they have a positive bowling balance (that is they have purchased games or bowling time) then that amount of bowling will be deducted from each bower. The remainder of any bowling will be deducted from the main customer.

The default Check Out style will be applied, which might switch off the screens, or perhaps display a message or TV.

Once Checked-Out, the lane is ready for another customer to Check-In.

The **Turn Off now, (Check Out Later)** button allows a lane to be turned off, and therefore ready for use by another customer, without being Checked-Out. This can be useful in the case where a customer who has finished bowling is slow to present themselves to the front counter for Check-Out, and new bowlers are waiting to start on the lane. A small pindeck icon will flash on the lane to indicate that a previous customer has not yet checked out.

To Check-Out the previous customer, select the lane and click **Previous**.

The current customer cannot be checked out once they have started bowling, if the previous customer still has not been checked out.

A group of lanes can only be checked out together if they belong to the same customer.

6.1.2.3. Modify

Modify is used to change any of the lane settings and options at any time. Note that some options will not apply to lanes that are not on. Some scoring systems may not allow some options to be changed after Check In.

It can also be used to give a summary of games and time bowled and remaining.

6.1.2.4. Previous

Previous is used to access the previous customer on a lane. This can be useful for printing score sheets, or for finding the previous customer.

It is also used to check-out the previous customer in the case where the lane has been turned off but not checked out. See Check-Out above. The Check Out button will only be enabled if the previous customer on all the selected lanes is the same, and the lanes have not been checked out

6.1.2.5. Move/Restore

The **Move/Restore** button is used to move an entire lane or lanes of bowlers to a different lane, or to restore bowlers to a lane that has been accidentally checked out.

To move a group of bowlers to a table, see Working with customers ▸ Moving Customers.

To move a single bowler within a lane booking see Lane Information Screen ▸ Bowlers Tab.

To **Move** a group of bowlers to a different lane, click on the lane to be moved, click **Move**, then enter the lane that the bowlers are to be moved to.

Multiple lanes will be transferred in the same pattern as the source lanes. For example, to transfer 1-4 to 9-12, click on **1 4 Move/Restore** and enter **9**.

The lanes being moved **TO** must be checked out.

The lane being moved **FROM** may be either -

- **Checked In,** in which case it will be automatically checked out after the move.

- **Already Checked Out,** in which case the information from the previous customer on this lane will be restored.

Therefore, if a lane is accidentally checked out, it can be checked back in by **Restoring** it to itself. For example, if lanes 1-10 are accidentally checked out, click **1 10 Restore** and enter **1**. All 10 lanes will be restored.

Note that if you **Move** a lane with a completed game on the screen to another lane, the completed game will not appear at the new lane. Just the bowler's names will appear ready for the next game. This is because some scoring systems do not support transferring a completed game. However the completed game will correctly appear in the list of score sheets for the lane.

If you move a game in progress to a lane that does not support that game type (for example moving a 5-Pin game to a 10 Pin only lane) then the game in progress will be considered as finished, and only the bowler's names will appear on the screen without any scores. Previous games, including the one that was incomplete, can still be viewed in the score sheets tab as usual.

6.1.2.6. Saved Scores

Saved Scores will display a list of saved score sheets from the database.

Note that –

- Lane Information ▸ Scoring Tab ▸ Save Score Sheets must have been set before the lane was checked-out in order for the score sheets to be saved in the database.

- Score sheets are only saved to the database when they are cleared from the lane. This allows for late score corrections. Sheets that have not yet been cleared can only be accessed from the **Lanes ▸ Modify** screen.

- The Lanes ▸ Previous button can also be used to display the score sheet from the previous customer on each lane, even if it has not been saved in the database.

- The **Rate** displayed for both bowlers and the lane is generally the rate that was in entered when the game was bowled. Late changes to the rate, such as at check out, are not copied to previously bowled games. This is because this rate can be used for entry into competitions such

as monthly jackpots, and it is generally not allowed to enter such a completion only after the game has been bowled. However, manually editing the rate in the **Saved Scores** screen is permitted, at the operator's discretion.

The **Search** button allows searching for scoresheets based on specific criteria – such as the bowler's name or the team's scratch score. Bowler and team names require only a partial match. For example, if searching on the name "Smith", any customer with the letters "smith" anywhere in their name will be found – Mr Smith, Smiths & Sons, Smithsonian Institute, etc

If a lane is selected when **Saved Scores** is clicked, the search function will be preset to search for scores from these lanes for the last seven days. To select scores for a multilane event, select the multilane customer in the **Customers** screen.

Searching by **Rate** allows a rate key to be used for entry into competitions, such as monthly jackpots. Searching by rate and date will display all entries in the competition. Make sure to select **Show Bowlers** before searching, otherwise whole sheets will be returned, and these sheets may include other bowlers who did not bowl at this rate. It is also possible to use a customer type as qualification for entry into jackpots etc. In this case, use Admin ▸ General Reports ▸ Score Sheet Summary to print scores.

Score sheets for specific customers or bookings can be found on the score sheet tab of the **Customer** or **Bookings** screens.

Show Sheets/Show Bowlers determines how the list of scores sheets is displayed. If **Show Sheets** is selected, the list shows only one entry for each score sheet. If **Show Bowlers** is selected, each bowler on each sheet is shown in the list.

When displaying sheets, the rate under which each bowler was entered, and the rate for the entire lane is displayed, and can be changed if required. Labelling score sheets with the rate is used for competitions, such as monthly jackpots, where a bowler pays a different rate to be part of the completion.

The **View Summary** button will display a summary of the scores contained in the sheets. This is a more compact way of printing the scores rather than printing each individual score sheet.

Two different types of summary report are available, depending upon the **Show Sheets or Bowlers** setting. If **Show Sheets** is selected, the report groups all scores into lanes and scoresheets. If **Show Bowlers** is selected, each bowler is listed along with all games bowled, regardless of which lane or scoresheet contained the score. This report is useful for tournaments where bowlers change lanes during bowling, as it will group all their scores together. Bowlers can also be sorted by scratch series , or handicap series results.

The **View Sheets** button will allow viewing and printing of the full score sheet. The display format is similar to that used in the Lane Information ▸ Score Sheet Tab. The sheets will be displayed as either score sheets or grouped by bowler depending upon the **Show Sheets/Show Bowlers** setting.

Once a sheet is displayed, it is possible to permanently delete it from the database using the **Delete** button. This function should only be used to delete an occasional erroneous or corrupted sheet. To clean out old sheets, use the Admin ▸ Database Cleanup function. The user level required to delete a single sheet here is the same as for Database Cleanup.

6.1.2.7. Lane View

This function is used to display and operate the bowlers console from Touch Desk. It is available for XL, BOSS and TS3 systems only.

For **TS3**, the Lane View function uses remote control software to control not only the TS3 scoring software, but the Windows computer that it is running on. Both lanes will appear in the one window, use the scroll bar if necessary to move between them. See Setup and Install ▸ TightVNC Remote Viewer for installing the necessary software.

For **XL** and **Boss**, the image is provided by the software running on the lane chassis. There are some restrictions on its use, and on how well it operates depending upon the version of XL or BOSS software in use. Some early versions may not work at all.

For example –

- For BOSS systems, Touch Desk requires access to a copy of the firmware from the lanes, as the images used to create the view are stored here. These files are not provided with Touch Desk, but can be uploaded from a lane. This only needs to be done once. See Lanes ▸ Setup ▸ XL and Boss Files.

- For some early XL versions, the default colour is always displayed, regardless of the actual colour at the lane
- Early XL systems may display the "**Left (or Right) Lane to Active Keyboard**" message over the screen at the desk, even though the desk keyboard is operating the correct lane.
- The service request symbol (knife and fork) does not appear on some systems.
- The bumper symbol adjacent to a bowlers name does not appear on some systems.
- Some symbols are slightly displaced compared with the actual lane's screen.

You can use the Touch Desk keyboard for entering standard keystrokes such as letters, numbers and arrow keys. Buttons are provided for special keys such as Strike, Foul etc.

The mouse can only be used on BOSS systems. XL systems will not respond to clicking the mouse on menu items for example.

6.1.3. Lane Information Screen

The **Lane Information Screen** is used for configuring the lanes during **Check In**, **Check Out** or **Modify**, and for setting up styles.

The **Apply** button can be used when modifying a lane to apply the changes without closing the **Lane Information Screen**.

Some of the options listed below may not be available for all types of scoring. See the manual for the scoring system for more information on how these options apply.

When lanes with TS2/TS3 and lanes without TS2/TS3 are selected, there can be some differences in the exact meaning of each option, and some options may not apply to both types. If in doubt, select only lanes of the same scoring type together.

6.1.3.1. Main Tab

Style. Styles allow setting up a large number of lane options with a single click. Select a style to be used using either a style button or the drop down list. Individual lane options can be changed after selecting a style if required.

See Lanes ▸ Styles ▸ Setup Styles for more information on styles.

Note that for CDE bookings, the style cannot be changed here, as it will overwrite some settings from CDE. To set a style for a CDE booking, change the style for the CDE customer. See Customers ▸ CDE Tab ▸ Style

Number of Bowlers. When Checking In, the number of bowlers can be entered here.

If the Use Default Bowler Names option is set, then default names will be created for each bowler. (Bowler 1, Bowler 2 , etc) If this option is not being used there is no need to enter anything.

For multilane bookings, the bowlers will be evenly divided amongst the available lanes. To change the distribution of bowlers, go to the Bowlers Tab for each lane and enter the actual number of bowlers for each lane.

After Check In, the number of bowlers displayed is the actual number of names entered at the lanes. This is useful for determining the number of bowlers for large group bookings.

Shoes is the number of shoe rentals on this lane. For multi lane bookings, these shoes will be even distributed amongst the lanes. Shoes can also be entered individually for each lane in the Bowlers Tab.

Apply Shoe Rental to each Bowler by Default. This option can only be changed when editing a style. If set, then the number of shoes on the lane will default to the number of bowlers, and when a new bowler name is entered, the Shoe check box will default to being ticked.

Sizes. Click here to display or print a list of shoe sizes for these lanes.

Use Default Bowler Names. This option will create default bowler names (eg Bowler 1, Bowler 2 etc). The number of bowlers created can be set on either the **Main Tab**, or the **Bowler Tab** for each lane.

Pay By Game. This button should be clicked for customers that are paying by the game. The following information will be displayed:

- **Rate.** The default game rate can be set here and will be used when bowling is rung up at Check-Out. Note that this is a default rate only - the actual rate can be changed when ringing up the sale.

  To enter a different rate for each bowler, see the Bowlers Tab.

- **Share By Bowler.** This setting applies to multilane bookings only. If this box is ticked, games purchased will be shared equally amongst the bowlers. If it is not ticked, games are shared equally amongst the lanes.

  For example, if a customer has four bowlers on lane 1, and 5 bowlers on lane 2, and has purchased 9 games:

  If **Share By Bowler** is ticked, the system will expect 4 games on lane 1 and 5 games on lane 2.

  If **Share By Bowler** is not ticked the system will expect 4.5 games on lane 1 and 4.5 games on lane 2.

  If **Share By Bowler** is not set correctly, Touch Desk may incorrectly show the amount of bowling purchased and remaining on a particular lane. However it will always show the correct amount across the entire booking.

  Share By Bowler has no effect on single lane bookings.

- **Paid Gms/Blr (Paid Games per Bowler)** and **Total Paid Gms.** For Touch Desks without the **Sales** module, enter either the number of games purchased by each bowler, or the total paid by all bowlers. For systems with the Sales module, the number of games purchased is calculated from the actual sale automatically.

- **Purchased** is the number of games purchased by the main customer, and any other customers bowling on these lanes.

  For systems without the **Sales** screen enabled, the amount purchased can simply be entered here. For systems with the **Sales** screen enabled, this will show the amount rung up in that screen.

To view the amount purchased by each bowler, go to Scoresheet Tab and select Show by Bowler. See Score Sheet Tab ▸ Scores by Bowler.

Although the games have been rung-up, the customer may not yet have paid for them.

When viewing part of a multilane booking, the games purchased are those that have been apportioned to these lanes only, not the entire amount purchased. Also, any bowling on lanes that have already been checked out or turned off will have already been deducted from the purchased games.

When checking out a previous customer as part of a multilane booking, games purchased is the amount of games actually purchased less any bowling on other lanes.

- **Bowled** is the number of games actually bowled.

- **Remaining/Owing** is the number of games remaining or owing and is the difference between games purchased and games bowled.

Pay By Time. This button should be clicked for customers who are paying for their bowling by time. The following information will be displayed:

- **Rate.** The default time rate can be set here. Note that this is a default rate only - the actual rate can be changed when ringing up the sale.

- **Started** is the time the bowling clock was started and is usually when the first ball was bowled. See Other Options Tab ▸ Walk Down Time

- **On Hold** is the amount of time the lane has been on hold. See Lane On Hold.

- **Bowled**. This is the amount of time since the start time, less any time on hold.

- **Purchased** is the amount of bowling time purchased by the main customer, and any other customers bowling on these lanes.

  For systems without the **Sales** screen enabled, the amount purchased can simply be entered here. For systems with the **Sales** screen enabled, this will show the amount rung up in that screen.

To view the amount purchased by each bowler, go to Scoresheet Tab and select Show by Bowler. See Score Sheet Tab ▸ Scores by Bowler

Although the time has been rung-up, the customer may not yet have paid for it.

When viewing part of a multilane booking, the time purchased is that apportioned to these lanes only, not the entire amount purchased. Time is shared equally among lanes. For example, if 2 hours is purchased and checked in on 2 lanes, 1 hour will be apportioned to each lane. However, if a lane checks out early, the balance will be available on the other lane.

Any bowling on lanes that have already been checked out or turned off will have already been deducted from the purchased time shown.

When checking out a previous customer as part of a multilane booking, time purchased is the amount of time actually purchased less any bowling on other lanes.

- **Remaining/Owing** is the amount of bowling time remaining or owing and is the difference between the time purchased and the time bowled.

To Pay. This panel shows the amount of bowling in games or time that has been bowled but not yet purchased, and also any amounts that have been purchased but not yet paid for by this main customer and any other customers bowling on these lanes.

It is a summary of all items owing for this lane.

The Check Out Allowances are used to adjust the amounts owing, so that these amounts may differ slightly from the **Remaining/Owing** amounts shown above.

To view the amount owing by each bowler, go to Scoresheet Tab and select Show by Bowler. See Score Sheet Tab ▸ Scores by Bowler

Note that if a customer has an account, the money owing will always be 0, has it has been charged to their account. However, if they have bowled any games or time that has not yet been rung-up, it will be displayed as normal.

Customer. This shows the name of the main customer that is on this lane.

See Working with Customer ▸ Customers and Bowling.

If this customer is on lanes other than those currently being displayed, a red message will be displayed to alert the user to this fact. Calculations for bowling rung-up or remaining can give unexpected results when only part of a booking is displayed.

If the range of lanes selected includes multiple customers, then the amount of bowling rung up and remaining will not be displayed as it is unknown.

The panel below the customer list will show the customer's current bill.

Lane On-Hold. A lane can be put on hold to shutdown the pinspotters and stop the bowling clock – for example during a machine breakdown. When a lane is removed from Hold, the pinspotters will automatically return to whichever mode they were in when the hold was applied. If they were on when the hold was applied, then they will restart.

Hold is also used when turning on screens prior to an event starting. See Starting the Event.

6.1.3.2. Bowlers Tab

The **Bowlers Tab** is used to enter the bowler's information. If a range of lanes is selected, the bowler information can be entered for all lanes (**ALL** checked), or for just one of the selected lanes (**ALL** not checked).

- To **add** a bowler, type in the new bowler's name and details in any vacant position.

- To **delete** a bowler, use the **Backspace** or **Delete** key to erase the name.

- To **move** a bowler, drag the bowlers name to a new position in the line-up. To move the bowler to another lane see Move Bowler to Another Lane

Note that if the Load CDE Names option is on, for example when first checking in a CDE event, this screen will not be available, as all bowler information will be loaded directly from the CDE export file. In these cases,

changes to the line up can be made in the **Bookings** screen before check in, or by using **Modify** in the **Lanes** screen after check in.

Also, AS80/90 scoring systems will only accept 5 names per lane when League Extensions is enabled, although 6 can be sent at other times.

Bowler information includes:

- **Name** is the name of the bowler

- **Purchase** is the amount of bowling purchased by this customer, in games or time.

  Note that this amount is the customers current balance and when shown on the bookings screen may be different to that balance at the actual time the booking takes place.

- **Rate** is the default bowling rate to use for this bowler at CheckOut. It is a default only, and may be changed when actually ringing up the bowling.

- **Shoe** shows that this bowler is using a pair of rental shoes.

- **Size** shows the bowler's shoe size. If the bowler is linked to the customer database, then the size shown here will be that entered in the database. Note that changing the size here will NOT change the entry in the database.

  Even when the bowler is not linked to the database, the shoe size may be entered here.

  The Shoe Sizes button on the Main Tab then allows display and printing of all shoes sizes for a given lane or booking.

- **Type** is either *Normal*, *Absent*, *Vacant* or *Pacer*. Some scoring types do not support all types. *Vacancies* and *Pre-bowls* may appear as *Absent* and be displayed on the lane simply as *Blind*. For some scoring types, League Extensions must be enabled in order to display bowler types at the lane.

- **Blind** is the blind score if applicable. For some scoring types, League Extensions must be enabled in order to display blind scores at the lane.

- **H'cap** is the handicap score. For some scoring types, League Extensions must be enabled in order to display handicaps at the lane.

- **No Tap** scoring method can be set on a bowler by bowler basis in this screen, or for the whole lane in Scoring Tab ▸ Scoring Method.

  For Frameworx, setting no-tap for each bowler also requires that Other Options ▸ Allow Bowlers to Set No-Tap be enabled, even if no-tap is set by the desk and not the bowler. Touch Desk will automatically enable this by default.

- **Bonus** scores the 3rd, 6th and 9th frames as strikes, regardless of what is actually bowled.

  Bonus frames can also be set for the whole lane Scoring Tab ▸ Bonus Frames.

  For Frameworx, setting bonus frames for each bowler also requires that Other Options ▸ Allow Bowlers to set Bonus Frames be enabled, even if the bonus frames are set by the desk and not the bowler. Touch Desk will automatically enable this by default.

- **Bumper** will activate the automatic bumpers for this bowler.

  Depending upon the scoring system, some other options need to be enabled for individual bumpers to function. They will be automatically set as required if any bumper is selected here. See Other Options ▸ Bumpers and Other Options ▸ Allow Bowlers to set bumpers.

- **Left Hand** denotes this bowler as a left hander, which affects the way the sparemaker calculates the best line to bowl on some scoring systems.

- **Sale** Click the $ button to ring up a new sale for this bowler.

Team Name is the name of the team.

For Brunswick AS80/90 scoring, this can only be set at Check-In. Changes made at the lane will not appear here.

Team H'cap is the team's handicap. If Team Handicap is set not set to **Fixed for Team**, then the team handicap is calculated automatically and cannot be changed here.

For Brunswick AS80/90 scoring, this can only be set at Check-In. Changes made at the lane will not appear here.

Default Bowler Name is used to enter the number of bowlers on each lane so that default bowler names (eg Bowler 1 , Bowler 2, etc) can be created. If the total number of bowlers has been entered in the **Main Tab**, there is no need to enter anything here.

Shoes is the number of rental shoes on this lane. If the total has already been entered on the Main Tab there is no need to enter it again here.

Refresh Bowlers reloads the bowlers screen with any changes that have occurred at the lanes.

Move Bowler is used to move a bowler to another lane. To move a bowler to a new position on this lane, simply drag the bowlers name to the new position.

To move a bowler to another lane, select the bowler then click **Move Bowler**. Enter the destination lane and click OK.

The bowler will be moved to the first vacant position in the destination lane.

When used from the **Lanes** screen –

- The destination lane must also be selected. For example, to move a bowler from lane 1 to 2, select Lane 1 and 2, then click Modify.

- The customer on both the current lane and the destination lane must be same. It is not possible to move a bowler to a different customer.

- If the bowler has already completed earlier games on the original lane, these scores will remain on the score sheets for the original lane.

When used from the **Bookings** screen, the destination lane must be part of this booking.

Delete will delete the currently selected bowler, and move all bowlers below up one position.

The Link button (or just double clicking on a name) is used to link a bowler to a customer in the customer database. This bowler's score is then included in the bowling statistics for this customer. Any games or bowling time purchased by this customer will also be contributed to the lane. The button will be shown depressed if the bowler is already linked, or raised if unlinked.

Note that the bowler must not change their name at the lanes, or the scores will not be recorded against their name. However the bowler may change their position in the line-up.

For CDE events, clicking this button will first bring up a list of all bowlers that have been registered for this event within the CDE program. Select a bowler, or click **Customers** to select a customer from the database.

The bowler must be linked BEFORE the game is cleared from the lanes, otherwise the score may not be recorded correctly. To link a score after bowling, find the score in either Lanes ▸ Saved Scores or Customers ▸ Score Sheets and use the Link button or double click on the name to correct. Although the bowler may be linked to a different customer using this method, the name on the score sheet will not change and always shows the name the game was bowled under. Note also that the bowler's current statistics will also be incorrect and will need to be recalculated. See Admin ▸ Reset Bowler Statistics.

It is also possible to link a bowler to the customer database at the lane console. The bowler should enter one of the codes as described below as the bowler's name –

- First 3 letters of the bowler's name, followed by their card number as shown in the Contact tab of the Customer screen. This is the easiest option for bowlers to remember if they have been issued with a card, as it should be printed on their card. Example: *JOH12345*

- First 3 letters of the bowler's name followed by their customer id number as shown in the top left corner of the Customer screen, followed by the letter C. Example: *JOH111222C*

- First 3 letters of the bowler's name, followed by their Master Bowler ID number as shown in CDEs Master Bowler Database program, followed by the letter M. Example: *JOH123M*.

- For CDE events only, and where the bowler has been entered for the event, the bowler can enter just the start of their name. They must enter enough letters to identify them from all other bowlers registered for this event. For example, if *John* is entered, the system will return the first bowler whose name starts with *John*.

Once the codes for all bowlers have been entered –

- For TS2, go to the bowler menu and select **More Options ▸ Get Names from Desk**, or enter a team name as below
- For AMF systems, enter 111X as a team name.
- For Brunswick system, this option is not available.

The console will display "Working" as it retrieves the bowlers' details from the desk computer. If the bowler cannot be found, the code will be returned un-altered; otherwise the bowler's correct name will appear.
The Add Bowler to Lane or Add Bowler to Booking buttons on the Sales screen provide a shortcut way to add a bowler to a lane or booking immediately after purchasing bowling.

6.1.3.3. Bowler Checkout Tab

This Bowlers tab only appears at check out, and replaces the usual Bowlers Tab. It shows a summary for each bowler, along with a total for the lane.

The summary for each bowler is calculated from the score sheets.

Other is any bowling or payments that have not been attributed to a bowler. For example, if more frames have been bowled than are shown on the score sheet.

Total is the total for the entire lane and is the same as shown on the **Main Tab.**

For each bowler, the following information is displayed -

- A **Shoe** symbol beside their name indicates that they are using a rental shoe.

- **Purchased** is the amount of bowling purchased by this customer.

  If this customer has not checked out, it is equal to their current balance.

  If they have checked out from this lane, it is equal to the number of games or time that they were debited at checkout.

  If they have checked out, then checked back in, it is equal to their current balance plus any bowling already checked out.

  In all cases it represents this customer's contribution to this lane's payments.

- **Bowled** is the number of frames bowled, based on the scoresheet and ignoring any extra pinspotter cycles or re-bowled frames. These types of frames are not attributed to any specific bowler and will be shown against **Other**.

- **To Pay** is the amount of bowling and money owing by this customer. The amount of bowling owing or remaining is calculated from the amount purchased less the amount bowled. The Check Out Allowances are then applied

  Note that if a customer has an account, the money owing will always be 0, has it has been charged to their account. However, if they have bowled any games or time that has not yet been rung-up, it will be displayed as normal.

  A **Shoe** symbol in the **To Pay** column indicates that they owe for rental shoes.

The Link button can be used to assign a new customer to this bowling position. As long as the bowler is linked to the correct customer before the lane is checked out, their scores will be correctly saved to this customer.

The **New Sale** button is a short cut to the Sales screen to make a sale for this customer. If there is no customer linked to this bowler, the New Customer Screen will appear.

The Sales screen will open with this customer, and the amounts and rate of bowling shown here already rung up. However these amounts and rates can be changed as needed. The lane can be successfully checked-out as long as the total amount of bowling rung up is correct, regardless of which actual bowler it is rung up for.

See Sales ▸ Bowling Key for more information.

Note that the **New Sale** button adjacent to **Total**, will ring up each bowlers bowling at the rate shown for that bowler, and assign that bowling to each bowler, but the entire sale will be billed to the Main customer.

Check Out button. This is used to check a customer out from a lane, without checking out the entire lane. It is not normally required, as each bowler will be automatically checked out when the lane is checked out. However, if a bowler leaves a group prior to lane check out, and then bowls on another lane while the first group keeps bowling, it is necessary to check them out from the first group. If this is not done, any bowling purchased by the bowler for the new lane will also appear with the original lane while both remain checked in.

By default, the amount checked out will be equal to the customer's current bowling balance. To check out a different amount, simply alter the amount on screen. The amount of bowling selected will be deducted from this bowler and from the amount owing on this lane. If the default amount is not used, the customer will still have a bowling balance remaining or owing after the checkout.

Note that it is not possible to checkout a bowler if this customer is also the main customer for the lane.

The bowler will also be removed from the screen at the lanes. If the bowler is leaving in the middle of a game, then their scores for this partial game may be lost (depending upon the type of scoring system).

The colour of the **Check Out** button will show whether the amount of bowling still owing by, or to be refunded to, this bowler is within the check out allowance.

Green indicates no bowling is owing or is to be refunded.
Orange indicates the amount of bowling is within the check out allowance.
Red indicates that it is outside the allowance.

Note that only the entire lane must be within the checkout allowance for the lane to check out, not necessarily each bowler.

Restore button. This is used to check a bowler back in that has been accidentally checked out.

Include. Click this box prior to using the **New Sale** button to include other bowlers in the sale. For example, a bowler may wish to pay for others on the lane in a single sale. Tick all the **Include** boxes for the other bowlers, then click the **New Sale** button for the bowler who is to pay.

6.1.3.4. Score Sheet Tab

The **Score Sheet Tab** displays the score sheets for the current customer. Use the **Lane** and **Sheet** panels to view the various sheets.

Scores that have been corrected are shown with a **red underline**. On printed sheets the score is struck through with a **red line**.

A **blue dot** underneath a normal score denotes a split. A **dot** underneath a strike denotes a no-tap strike. On some systems, no tap strikes on printed sheets are denoted with an **N**.

A **red X** denotes a foul for 5 pin scoring only. If a ball is both edited and a foul, the combination of red underline and a red cross will appear like a red star. On printed sheets, the foul is shown as **F**.

For ease of editing, the **Score Sheet tab** uses conventional characters only to displays the score. Therefore the score sheet as shown on the screen for **Candle Pin** bowling is slightly different from the printed sheet -

- The usual corner fill symbols used for strikes and spares are replaced with an **X** or a **/** on screen.

- To avoid confusion between this X and the case of the third ball of a frame knocking down the remaining pins, the pin fall for each ball is shown numerically in this case.

The printed **Candle Pin** score sheet uses the usual symbols.

There are two ways the scores can be displayed –

- **By Score Sheet**. Each game from each lane is displayed on its own sheet. Score corrections can be made to the current sheet.
- **By Bowler**. Each Bowler has their own sheet which displays all of their games. This is useful for giving each bowler a print out of all their games on the one sheet, thereby saving paper.

To toggle between view by score sheet and view by bowler, click on the **Sheet/Bowler** button.

Note also that the **Sheet/Bowler** button is only available when viewing current lane scores. When viewing sheets from past games that have been stored in the database, use the **Show Sheets** or **Show Bowlers** setting on the previous screen to select the sheet type.

6.1.3.4.1. Scores by Sheet

Each score sheet as collected from the lanes is displayed separately.

Score corrections can only be made to the current sheet, and if Load CDE Names is not enabled. If the sheet is from a previous game, it will be greyed out and no changes can be made.

For most systems, there are two ways to correct a score –

- Click on the frame to be edited and type the new score over the existing score.
  Or
- Double click on a frame to bring up the **Frame Editing** screen.

Click **Apply** or **OK** when done.

The **Frame Editing** screen displays each ball bowled in the frame, along with various attributes such as SPLIT or FOUL depending upon the game type.

To correct a score, select the score to be corrected so that it is highlighted in red. Then enter the correct score using either the keyboard or the touch keys provided.

To erase a ball so that it can be bowled again, click on **ERASE BALL**. If this frame is not the last frame bowled by this bowler, the **ERASE BALL** button will be disabled.

For 5 Pin bowling on Frameworx scoring systems, the actual pinfall must be entered and this can only be done with the **Frame Editing** screen. Select a ball to edit, and the pins still standing will be shown in RED. Click on a pin to change it. Note that pins already down from a previous ball are greyed out and cannot be changed. Un-tick **Ball has been bowled** to re-bowl a ball. This is only possible if this frame is the last frame bowled by this bowler.

For Strike Shot bowling, enter the raw head pin count. Do not double the count if the headpin is knocked down. Instead, tick the **Headpin** checkbox and the score will be doubled automatically.

The **Refresh Sheet** button is used to collect the current score sheet from the lanes. This updates the sheet with any changes that may have occurred at the lanes since the sheet was last collected.

To change the bowler that is up next on TS2 systems, click on the bowler then click on **Make this Bowler up Next,** then Apply. The appropriate arrow (left or right) will be brought to the selected bowler. If the arrows are the wrong way round, see the Scoring Tab ▸ Reverse Arrows command.

For some other types of scoring, arrows (or) will appear adjacent to the current bowler's name. To move an arrow to another bowler, click on the blank arrow button for that bowler. If the lane is in Cross Lane mode, Touch Desk will ask which arrow you wish to move.

Note that some scoring systems will not allow you to move the wrong arrow to a bowler or will give unpredictable results if you do. If the arrows are simply the wrong way round, use Scoring Tab ▸ Reverse Arrows to fix.

Also, when moving arrows in cross lane mode, some scoring systems will require you to modify both lanes in the pair, not just the one lane you are changing. A warning will appear when only one lane has been selected.

When moving an arrow in cross lane mode from one lane to another, Touch Desk will sometimes need to apply all current changes in order to retrieve the arrow from its current lane, before applying to the new lane. A warning prompt will appear in such cases.

A score sheet can also be sent back to the lane or to another lane using the **Send Sheet To** button. This can be useful when a score sheet is accidentally cleared at the lane or some other unusual event occurs. Note that the **Move** lane function should be used to move bowlers to a new lane, as this will transfer all booking information and settings, whereas the **Send To** button sends only the score sheet.

To link a bowler to a customer in the database, double click on the name. See Lanes ▸ Bowlers Tab ▸ Link Buttton for more information.

6.1.3.4.2. Scores by Bowler

All games from each bowler are grouped together on a single sheet. Bowlers are grouped across all selected lanes, so that any identically named bowlers are grouped together. This may not be desirable when default bowler names are being used. There could be more than one “Bowler 1” on a pair for example. In these cases, select each lane separately then print the required bowler sheets.

The amounts bowled, purchased and owing for each bowler are also displayed. See the Bowler Checkout Tab for an explanation of these amounts, and the **Check out**, **Restore** and **New Sale** buttons.

6.1.3.4.3. Printing Scoresheets

The **Score Sheet Tab** is also used to print score sheets using the following buttons

Message is used to select a text message to appear on the bottom of the score sheet.

- **To add a new message**, select *None or New* and click **Edit**.

- **To view or change an existing message**, select the message and click **Edit**.

- **To delete a message**, select the message then click **Edit** then **Delete**.

For paper that is wider than it is long (eg A5 in landscape mode) only 3 lines of message text will be shown. For paper in portrait mode, longer messages can be displayed, but they will only be printed where space permits.

Image is a background image that is printed on the score sheet. To select an image file, click **Browse.**

To allow printing from other terminals to include the same image, the image file must be available on the network to all terminals. It should therefore be located in a shared folder. The file name entered here should then include the name of the shared folder – for example *\\Back Office\Share\Score Sheet Images\image1.bmp*. Therefore when browsing to an image file, start at NETWORK, then select the computer, then the shared folder, etc.

Most graphic file types are supported, such as BMP, JPG etc. The image will be auto-scaled to fit the paper size in use. Note that most printers require a small margin, and the image should allow for this.

Include History Chart will include a chart of the bowler's history below the score sheet. The chart only applies when viewing sheets by bowler, not by score sheet. For a description of the statistics included in the chart, see Customers ▸ Statistics Tab. To view charts for groups, or over different periods, see Reports ▸ Bowler History Chart.

Note that the **Message**, **History** and **Background Image** functions are not available when printing to text only type receipt printers.

One sheet per page. If the selected paper size for this printer is longer than it is wide (ie normal letter size in portrait mode) then it is possible to print more than one score sheet on the page when using **Print ALL**. Tick **One Sheet Per Page** if you do NOT want more than one sheet on a page.

If the paper is wider than it is long (eg Half letter or A5 in landscape mode), then only one sheet can be printed on a page.

Print will print the current score sheet as displayed.

Print All will print all the score sheets for this range of lanes. The score sheets will be updated from the lanes to ensure they are current.

Printer Setup is used to change the setup of the printer, or to select a different printer. By default, all score sheets are printed to the Score Sheet Printer as defined in Admin ▸ Terminals ▸ Score Sheet Printer.

If the score sheet is printed on the receipt printer, only basic information will be shown. There will be no bowler history, background image, special frames etc. See Admin ▸ Terminals ▸ Printers

6.1.3.5. Scoring Tab

Open selects Open play mode, where each bowler bowls only on their own lane.

Cross Lane selects Cross Lane mode, where bowlers on a pair of lanes alternate the lane on which they bowl. Cross Lane mode is only available when pairs of lanes are selected.

For Frameworx scoring, you cannot change from **Open** to **Cross Lane** when the arrows are up on one lane and there are no bowlers entered on the other lane.

Enable Score Keeping must be clicked for the lane to keep score.

Enable League Extensions must be clicked to enable special features used for leagues and competitions, such as blinds, handicaps, pacers, etc.

Enable Manual Scoring enables the bowlers to manually enter their pinfall. This should only be needed in the event of a camera breakdown, or where cameras are not fitted. Scores entered in this way do NOT show as edited scores.

Baker Style enables Baker style bowling for Accuscore scoring only. Each bowler takes a turn to bowl a frame, making up a single game. The score sheet

will show all bowler names, but only one game of bowling. The game will be displayed beside bowler 1, even though all bowlers bowl.

Euro Style enables Euro Style bowling for Accuscore scoring only.

Auto Print Score Sheets. If ticked, a score sheet will be automatically printed at the end of each game.

Save Score Sheets. Score sheets for a lane are normally available only until the next two customers check in. However if **Save Score Sheets** is ticked, a copy of each sheet will be permanently stored in the Touch Desk database and can be accessed from the Lanes ▸ Saved Scores button or from within the **Customers** or **Bookings** screens.

Note that if any of the bowlers are linked to the customer database, the entire score sheet will be saved regardless of this setting.

See the button on the **Bowlers Tab** to link a bowler to the database**.**

Automatic Arrows. This option will cause the bowler arrows to appear automatically when player names are entered.

Team Handicap

- **Fixed for Team.** The team handicap is either a fixed value that does not change with changes to the line-up, or is calculated in a way that is not supported by the scoring system and must therefore be entered manually whenever the line-up changes.
- **Sum of Bowlers.** The team handicap is the sum of the bowlers' handicaps and will change if the line-up changes.
- **Apply BLS Std Rules.** For TS3 only. Use the standard BLS rules as defined in BLS. See Bookings ▸ CDE Tab ▸ Team Handicap for more information. If the team handicap is calculated wrongly for any reason, change this setting to **Fixed for Team**, then manually enter the correct handicap in the Bowlers Tab.

Practice enables practice mode, which prevents scoring and displays the word *Practice*: at the top of the lane's screen (some scoring types only).

If Practice mode is reset while the pinspotters are in *Instructomat* mode, the pinspotters will be switched to normal play mode.

Some scorers may not support Practice for Open play. For Accuscore Plus for example, use disable Scorekeeping instead. Also, Accuscore Plus scoring will not go into practice mode if the arrows are already up.

For XL scoring, resetting practice mode will also bring up the player arrows.

Bowler Option. For TS3, this allows bowlers to end practice mode from the console when they are finished practice, by selecting Start Bowling.

For Frameworx, this allows the bowlers to both set and reset practice mode at the console. It is only available when League Extensions is off, and will be forced on when Practice mode is set at the desk.

End Practice. If a time is entered here, the scorers will leave practice mode automatically after this time. An "**END PRACTICE NEAR**" message will appear one minute prior to the end of practice, and an "**END PRACTICE**" message at the end of practice (some scoring systems only). These messages will appear on the overheads. For TS3, if **Automatic Arrows** is enabled, the bowler arrows will appear a short time later.

Pinspotters Off at the end of Practice. The pinspotters will switch off at this time. Otherwise, they will stay on. If they are in Instructomat mode, they will stay in Instructomat mode. It is not safe to automatically switch to play mode while bowlers are bowling.

Restart after ?? Secs. This option will restart the pinspotters (if shut off) and bring up the player arrows a set time after the end of practice. Thus when both this option and the Pinspotters Off at End of Prac is set, the following sequence will occur –

- 1 minute prior to the end of practice, **END PRACTICE NEAR** will appear on the overheads
- At the end of practice, the pinspotters will go off, alerting the bowlers that practice time is over.
- An **END PRACTICE** message will appear on the overheads for most scoring systems. For TS3 and AS80/90, the full screen **END PRACTICE NEAR** message will clear.
- A set time later, the pinspotters will come back on, Practice mode at the lanes will be reset, and the player arrows will appear.

- For TS2 or TS3, if the Auto 1st ball on arrows is set, the machine will automatically cycle to first ball if needed.

This technique of switching the pinspotters off, then back on is the only way to truly automate the end of practice. For experienced uses such as leagues, it may be better to simply leave the machines on at the end of practice, and leave it up to the bowlers to bring up the arrows with the keypad. Often the End PRACTICE NEAR message can be missed.

Pinspotters Off at Lane Move. This option only applies to CDE events where the bowlers change lanes between games. If ticked, the pinspotters will go off when the scores are cleared at the end of a game. They must be manually switched back on at the commencement of the next squad.

Charge for Practice Frames. This option will include frames bowled in practice mode in the total chargeable for the lane. These frames will not be assigned to any specific bowler.

Bonus Frames. Select which frames will always have an automatic strike.

Game Type selects the type of game to be bowled for centres with convertible lanes. Eg 10 Pin/Duckpins/5 Pin etc.

For centers with mixed fixed lanes, for example 10 lanes of 10 pin and 8 lanes of 5 pin, this setting can be left on "default". The correct game type will then be automatically selected depending upon the lane. See also Setup ▸ Supported Game

A warning message will appear if attempting to use a game type on a lane that does not support that type.

For Frameworx, the game type must match the pinsetter type set at the console, or the screens will not come on.

Scoring Method sets the no-tap mode to be used for all bowlers, and overrides the individual no-tap bowler settings in the Bowlers Tab. Also allows for FFG (forty frame game) and Strike Shot (bowl first ball only) if supported by the scoring system.

Special Game sets the special game mode if applicable to this scoring type.

Frames Per Lane sets the number of frames bowled by each bowler on each lane before alternating to the other lane in Cross Lane mode. For TS2 this will always be the same as **Frames per Turn**

Frames per Turn sets the number of frames bowled by each bowler before the next bowler's turn. For cross-lane, both lanes must have the same setting here.

Clear Score will clear the scores from the screen, leaving only the names.

Clear Names and Scores will clear all bowler names and scores.

Note for AS80/90 scoring, this command may not clear league names. Check the lane out to clear all names.

Restore Last Score will restore the last score sheet that was cleared from the lane. Restoring again will restore further scoresheets, up to the maximum number stored in the scoring chassis.

Bring Up Arrows will cause the bowler arrows to appear if they are not already up. Scoring will not take place unless the arrows are up. If the lanes are in practice mode, practice mode will be cancelled. If the pinspotters are in Instructomat mode, they will be switched on to normal play mode.

To remove the arrows, go to the **Other Options Tab** and un-tick **Enable Arrows**, then **Apply**. Then re-tick **Enable Arrows** and **Apply** if you wish the bowlers to be able to bring up the arrows when ready.

Reverse Arrows will reverse the direction of the bowler arrows in cross lane mode, so that the bowlers bowl on the opposite lanes.

CDE Game is the game number for events controlled by CDEs League or Tournament programs. This is usually just the same as the current game number and does not need to be altered. However, there are cases when it is necessary to adjust the game number. For example, say a team does not turn up for Game 1, yet a different team is waiting to bowl their Game 2 on the same lane. In this case, enter Game 2 as the game number and click on **Load CDE Names**.

Load CDE Names will cause Touch Desk to load the lane with the bowlers from the CDE export file. This is normally activated automatically and does not need to be used. However, in some circumstances as above, it may be necessary to force the names to be loaded.

Note that whenever **Load CDE Names** is on, it is not possible to enter names manually via the Bowlers Tab, as all the names will come from the CDE export file. To make changes to the line-up, either alter the bowlers in the **Bookings** screen prior to check-in, or **Modify** the lanes after check-in.

Loading CDE names will erase any scores already bowled.

6.1.3.6. Display Tab

Main Screen Type sets the type of display on the overheads. The available types are:

- **Normal.** A normal 10 frame grid.
- **TV.** Display a TV picture only
- **4/5 Frame.** A large text grid that displays only 4 or 5 frames at once.
- **Tournament 10 Frame.** This grid features large bowler names, and no team total and is useful for singles and doubles tournaments.
- **Scores on Left, TV on Right**. The scores for both lanes will be displayed on the left side monitor, and the TV will be displayed on the right side monitor.
- **Logo.** For TS2/TS3, the graphic that has been defined as the Logo will be displayed. If multiple graphics have been defined, TS2/TS3 will cycle through them. This feature can be used for advertising when a lane is off. See Lanes ▸ Graphics Tab.

  For other scoring types, the built in logo will be displayed, if available.
- **TV in a Window.** A TV picture will be displayed within a window in the score grid. To display the TV as a background, see **Main Screen Background TV** below.

- **Tournament 4/5 Frame.** This is similar to the 10 frame tournament, but uses large text so that only 4 or 5 frames are displayed at once.

Some types will not be available on all scoring types.

Some types will not be available depending upon the number of bowlers.

If the lane is not checked in, only **OFF**, **TV** or **Logo** will be available.

If Other Options ▸ Allow Bowlers to Set Grid Type is enabled, some settings may appear blank.

For Brunswick AS series scoring, the 10 or 4 frame selection affects the LOWER screens only, and can only be changed at Check-In.

Main Screen Style. Most of the display types listed above are available in the following styles:

- **Classic** uses a simple line grid
- **Blocks** uses shadowed blocks.
- **Show Unused Frames** displays the entire grid.
- **Hide Unused Frames** displays only those frames that have been bowled, and is useful when combined with background TV.

Dual. For TS3 only, this sets the dual mode, whereby both lanes are displayed on one screen. The choices are to use the odd or even screen, and to display scores side by side or one under the other. Background TV and TV in a window are not possible when using dual mode.

The screen that is not in use may be set to either TV or Digital Signage.

Note that if Windows detects only one screen connected to the scoring computer, then both lanes will be displayed on this screen even if the **Dual** setting is disabled. Normal display will be restored within a few seconds of the second monitor being re-connected.

Main Screen Background TV displays a TV picture behind the score grid. It can only be used when the TV source is set to the Camera, Line, or Chained input. Applies to TS2 only.

Tournament - Normal/Double/Singles. Use a tournament style grid for singles or doubles tournaments. Applies to Brunswick AS scoring only.

Picture-in-Picture mode uses the TVs inbuilt PIP mode when available. It can only be used when the TV source is set to Infra-Red Controlled TV

Lower Screen Type sets the display type on the lower screens for Frameworx systems.

Lower Screen Style and TV. These options apply to a single touch screen when fitted to TS2, or to some Frameworx installations.

For other installations with lower screens, the **Main Screen Type and Style** settings above also control the lower screens

TV Source determines the source used for displaying TV. Not all types can be used for *background* or *in-a-window* display. Not all types are available in all centres.

- **Camera** uses the camera input connector on TS2, which may also be used for pin detection.
- **Line Input** uses the Line Input connector on TS2
- **Chained Input** uses the Chained Input connector on TS2
- **TS2 TV Tuner** use the TV tuner built into TS2 (if fitted)
- **Local (Legacy) TV** switches the monitor to TV mode when Accuscore style monitors with built in TV switching are used.
- **Auto Switch TV** switches the monitor to TV when the monitor supports automatic switching in the absence of a score grid signal.
- **Infra-Red Controlled TV** uses the TVs own built in tuner when an Infra Red control system is fitted to control the TV. See the **Infra–Red TV Controller User Guide** for more information.
- **Win TV** uses a TV Tuner fitted to the TS3 computer. This tuner can display TV in a window or as a background on the TS3 scoring grid.

See the **TS2 or TS3 User's Guide** for more details on all options.

Channel and **Sound** controls the channel, and whether sound is turned on for Infra-Red Controlled TVs. See the **Infra-Red Controller User's Guide** for information on setting up channels. The **default** setting means that the TV channel will not be changed from whatever it is now.

Aux Channel and **Sound** controls an auxiliary TV that can be fitted on each lane pair. Note that if the auxiliary TV is turned on for either lane in a pair, it will come on. This allows it to be set to on for Check In styles, and off for Check Out styles. It will then come on when either, or both, lanes are checked in but turn off when both lanes are off.

Remote Control brings up a screen that allows access to additional buttons that have been programmed for the Infra-Red controlled TVs. These buttons should only be used to re-sync a TV with Touch Desk when it becomes out of sync (for example when the TV is on when the it should be off) or for features that are not supported by Touch Desk. To turn the TV on or off, or change channels, always use the appropriate Touch Desk option rather than the **Remote Control** screen, otherwise Touch Desk may become out of sync with the TV. The commands can be sent to all of the TVs in the selected range, or only a specific TV. See the **Start ▸ Programs ▸ Touch Desk ▸ Remote TV Controller** for setting up the remote control.

For legacy systems, the following options are available when **TV Source** is set to **Local (Legacy)** –

- **Enable Audio** enables the audio output from the overheads. For Accuscore Plus, audio is always on when TV is selected regardless of this setting.

- **Main TV** controls the channel and volume of the TV on each lane for legacy XL & Boss systems.

- **Aux TV** controls the channel and volume of the auxiliary TV mounted between the lanes on XL & Boss systems. Frameworx systems have a simple tick box to enable the TV.

Pindication enables the display of the pins still standing after every first ball Note that pindication is not available on TS3 with AMF APS or Brunswick scanners, as these types of pin detectors do not provide this information to TS3.

For TS3 the time for the display is also set here.

For Frameworx, the time set here is for the sparemaker or "Coach" display.

Enable Spare Maker enables the display of the suggested bowling line on the pindication display. For Frameworx, this enables the "Coach" display. A time must be set for the display as above.

Show Game/Frame Counter enables the display of the number of games and frames bowled. For Accuscore Plus V5 this can only be changed when a score sheet is sent.

Enable Ball Speed Indicator enables the display of ball speed after every ball.

Fill in Frame Scores . Applies to Brunswick & TS3 scoring only. If not set, frame scores will not be shown until an open frame or end of game is reached.

Show Maximum Possible Score Displays the maximum possible score that can be achieved for this game, based on balls already bowled.

Professional Display. Applies to Frameworx scoring only. Note that this display type works best with 3 bowlers or less. Also when used with more than 3 bowlers, the indicators must be set to **color** as Frameworx will not display arrows. See Indicators.

Show Anticipated Pinfall. Applies to Brunswick scoring only.

Show Bowler Stats. Applies to Frameworx scoring only.

Show Cumulative Total. For **Touch Score 3**, this will display the accumulated pinfall for all bowlers for each frame at the bottom of the screen. It cannot be used when **Marks** is also enabled.

May also apply to some Brunswick scoring.

Show Orders. This must be enabled so that "Order is Ready" messages will be displayed on the lane's screen. See also Admin ▸ Sales Areas ▸ Send to Lane.

Large Frame Totals. For TS3, displays the running total for each frame in large text. The individual ball scores are not shown for completed frames.

Display Marks. For **Touch Score 3**, this will display the accumulated marks total at the bottom of the screen. It cannot be used when the **Cumulative Total** is also enabled.

Marks are calculated as follows:

Strike = 1 Mark
Double Strike = 2 Marks
Spare = 1 Mark
If <5 pins are knocked down in the first ball after a double strike or a spare, then subtract 1 mark.
If <5 pins are knocked down by the 2 balls (1 frame) following a strike, then subtract 1 mark.

Additional marks are awarded based on the team's handicap as follows:

Additional Marks = (Team Handicap+6)/10

Also applies to some Brunswick scoring.

Enable Recap screen. For Frameworx, allows the bowlers to display the recap screen at the lanes.

For Frameworx Version 6 and later, the number of games on the recap sheet will be equal to the game limit as set in the shut off options. See Lanes ▸ Other Tab ▸ Shut off after Game X.

For earlier Frameworx, the recap sheet shows 8 games.

For TS3, this option automatically displays the recap screen when **End Bowling** is pressed. The recap screen can always be shown manually via the menu regardless of this setting.

Enable Auto Advertising. This function displays a predefined Slide Show. See Setup Scorers ▸ Files ▸ Slide Shows.

Enable Accuvision. Applies to AMF scoring only.

Chase Lights. For BOSS systems only.

Language selects the language to be used at the scoring. May apply to both lanes in a pair for some scoring types.

Merchandising selects a graphics package to display for advertising

Indicators controls the display of bowler arrows on Frameworx systems. Note that when Professional Display is set with more than 3 bowlers on a lane, the indicators must be set to **color** as the arrows will not appear.

Lane Clock controls the clock that can be displayed on the lane. The available functions are:

- **Custom.** The clock can be set to any desired time, and be made to count up, count down or to hold the current time. To disable the lane clock, set the function to **Custom** and click **Clock Off**.
- **Time of Day.** The current time of day will be displayed.
- **Time Bowled.** The time bowled, less any time on hold will be displayed. The lane clock will also hold when a lane is put on hold with the **Hold** button on the **Main Tab**.
- **Time Remaining**. This is the time remaining for pay-by-time bowling. It will automatically hold if a lane is put on hold as above.
- **Practice Time**. The lane clock will display the practice time remaining when automatic **End Practice** is set in the **Scoring Tab**.

Note that the clock can only display up to 23:59, then resets to zero.

6.1.3.7. Other Options Tab

Enable Keyboard enables the bowler's keypad or touch screen.

Enable Arrows enables the bowler arrows. The arrows must be enabled in order to score.

Enable Lane Viewing allows the bowlers to view the scores from another lane.

Allow Completed Games to be Cleared allows the bowlers to the clear the scores from a completed game from the screen by pressing **Remove Scores** or **Next Game**. Games can always be cleared from the desk regardless of this setting.

Allow Incomplete Games to be Cleared allows the bowlers to clear the scores from an incomplete game from the screen by pressing **Remove Scores** or **Next Game**. Games can always be cleared from the desk regardless of this setting.

Allow Names and Scores to be Cleared allows the bowlers to the clear both the scores and names from the screen by pressing **Clear** or **End Game**. Games can always be cleared from the desk regardless of this setting.

Allow Score Corrections allows the bowlers to correct a score. Corrected scores are underlined on score sheets. The desk can always correct a score regardless of this setting. Scores corrected from the desk are NOT underlined.

Enable Bowler Menu allows bowlers to use the bowler menu. Bowlers can normally operate TS2 in either of 2 ways –

- **Classic** - uses the special keys on AMF and Brunswick keypads
- **Bowler Menu** – follow the prompts on screen

Classic is always available, regardless of this setting.

Allow Bowlers to edit Names allows the bowlers to edit bowler names, handicaps, blind scores etc. It may be disabled for league and tournaments to prevent bowlers changing the downloaded bowler details.

Allow Bowlers to set Bumpers allows the bowlers to enable bumpers for each individual bowler. The Bowler Menu must be enabled.

Allow Bowlers to set No Tap allows the bowlers to set the no-tap mode for each individual bowler. The Bowler Menu must be enabled.

For Frameworx, this must also be enabled for a bowler's individual no-tap setting to take effect, even if set from the desk and not by the bowler. Also, the bowler will not be able to change their setting once bowling has started.

Allow Bowlers to set Bonus Frames allows bowler to set up bonus frames (automatic strikes) at the console.

For Frameworxs, this setting must also be enabled for a bowler's individual bonus strikes to take effect, even if those free strikes were set by the desk. When this setting is first enabled, all bowlers will default to the free strikes set in Scoring Tab ▸ Bonus Frames .

Allow Bowlers to set Grid Type allows the bowlers to select their own score grid type, including type and number of frames. If the TV source is set to Win TV, then TV in a window and background TV is also an option. For TS2, the Bowler Menu must also be enabled.

Allow Bowlers to set TV Channel allows the bowlers to change TV channels, for TS3 systems with Win TV or an IR TV controller connected to TS3.

Allow Bowlers to Bowl Out of Turn allows the bowlers to temporarily move the bowler arrows to another bowler, thereby bowling out of turn.

Allow Restore/View Previous Game. For Frameworx, this allows the bowlers to view games that have been cleared. For TS3 this allows the bowlers to restore a cleared game to the screen.

For TS3, this allows bowlers to restore a previous game after it has been cleared. Note that the current score will be cleared when this happens, so the bowlers must also be able to clear the current score (See Allow Names and Scores to be cleared and others). Up to 8 score sheets are stored at the lanes, and the Restore command will cycle through them all.

Enable Food and Drink Ordering enables a system where by the bowlers can place orders for food and drink at the score table.

Enable Service Light. The Service light is used to request waitress service. It appears at the lane as either a highlighted area, or a knife and fork symbol, depending upon the type of scoring. A light bulb icon also appears at the front desk.

For Touch Score, when the Service Light is not enabled, the bowlers will not be able to activate the service light at the console, nor will it appear at the front desk.

For other scoring systems, disabling the Service Light only prevents the service light symbol from appearing at the front desk. There is no way to disable it at the lane console.

Note that AMF scoring systems leave the service light on when the lane is checked out. To prevent the service light symbol appearing at the front desk on checked-out lanes, make sure the service light is disabled in the default Check-Out style.

Enable Maintenance Menu. The **Maintenance Menu** is a selection within the bowler's menu that is used for diagnostic and testing purposes. It should be disabled while bowlers are on the lane.

Bumpers for all. For TS2, TS3 and BOSS, this option will set the bumpers for all bowlers, and will override any individual bowler settings.

Bumpers. For Frameworx, this option enables the automatic bumper system.

Bumper Lights. For BOSS, this enables the Bumper Exciter Lights when fitted.

Auto Cycle on 10th Frame. When this option is set, the pinspotters will automatically clear away the remaining pins when the second ball of a frame is not required in the 10th frame. The pinspotter may either clear away all the pins in a single cycle, or perform an extra cycle, depending upon the pinspotter type and the settings in Lanes ▸ Setup Scorers ▸ Setup Tab

Auto Cycle on No Tap. When set, the pinspotters will automatically clear away the remaining pins when a no tap strike is bowled. See **Auto Cycle on 10th Frame** above for more details.

Auto 1st Ball on Arrows Up. This will cause the machines to cycle and reset the pins if the machine is on second ball when the player arrows are bought up.

Selectable Re-Rack. On some AMF systems, the **Re-Rack** key can select between two types of re-rack - with and without scoring. This setting enables this feature.

Slow Time sets the amount of time in seconds from when the last ball is bowled to when the slow bowling screen appears

Inactive Time sets the time in seconds between when the slow bowling screen appears and the pinspotters will switch off. This setting cannot be used unless **Slow Time** above is set to something other than 0. These settings are only available for Frameworx scoring, and when the League Extension option is not set.

Stand Alone will place the scorer in stand-alone mode. Touch Desk will not control the lane in this mode.

For some scorers such as Accuscore Plus, diagnostics functions may be available at the bowler's console only in stand-alone mode. Also for Accuscore Plus, when stand-alone mode is reset, the scorer will briefly go off line before returning to usual operation.

For AS80/90 scoring, stand-alone simply means that Touch Desk stops communicating with that pair.

Workshop should be ticked during lane maintenance or breakdown, or whenever the lane is not available for use. A caution bar will appear over the lane icon, and Touch Desk will issue a warning if a user attempts to check in this lane.

Clear Service Light. This button clears the service light after a bowler has requested service. The light can also be cleared by clicking on the light bulb on the lane icon. Applies to TS2/TS3 scoring only.

Stop Bumpers and Restart Bumpers. Manual over-ride of automatic bumper operation. Applies to Frameworx bumpers only.

Bowling Limits

This section sets the bowling limits at which the lanes will shut off or check out automatically.

Warn bowlers at end of Bowling If set, a message will be displayed on the lane's screen at the end of the bowling. For bowling limited by time, the warning may be sent a few minutes before the end as below.

Warn before shutoff. Sets the time at which messages start to appear warning that time is nearly up.

There are three different ways to define when bowling is complete –

- After PrePaid
- After a preset number of games
- At a preset time

For each type, there is a **shutoff** option, and a **check out** option.

After Pre-Paid. Bowling is limited by the prepaid amount of games or time. If **ShutOff** is set, the pinspotters will shut off at the end of the pre-paid bowling, and the lane will be put in hold mode. To turn the pinspotters back on , unset the Hold button on the **Main Tab**, or ring up further games or time for this customer. Note that there will be a delay of approximately 1 minute before the machines shut off, to allow for the bowlers' balls to be returned. Use Check Out Allowance to allow extra un-scored frames per game to cater for re-bowling frames, re-spots etc.

Note that these pre-pay warnings and shutoffs are automatically disabled when a lane starts bowling without any games or time having been rung-up. This lane is then considered a post pay lane, and none of the prepay options apply. These options can later be enabled if required and any later payments will then be used to calculate shutoff times as if for a pre-pay lane.

If **Check Out** is set, the pinspotters will go off and the lane will be automatically checked out when the bowlers clear their final game if the limit has been reached. The lane will not check out if any customer on the lane owes money, bowling or shoes, or if the prepaid amount of bowling has not been completed. This option does not require **Shut Off** to be enabled.

After Game X. This option is used to **shut off** the pinspotters after a preset number of games, regardless of any pre-paid amount. For CDE events, the correct number of games will appear here automatically. Note that there will be a delay of approximately 1 minute before the machines shut off, to allow for the bowlers balls to be returned.

For Frameworx V6 or later in league mode, this game limit will be enforced at the console, even if auto shut off is not enabled. Also, the number of games displayed on the recap sheets at the console will be equal to this game limit.

If **Check Out** is set, the pinspotters will go off and the lane will be automatically checked out when the bowlers clear their final game after the game limit above has been reached. The lane will not check out if the customer owes money, bowling or shoes, or if the prepaid amount has not been completed. This option does not require **shut off** to be enabled.

At XX:YY. This option is used to **shut off** the pinspotters at a preset time, regardless of any pre-paid amount. Note that there will be a delay of approximately 1 minute before the machines shut off, to allow for the bowlers balls to be returned.

If **Check Out** is set, the pinspotters will go off and the lane will be automatically checked out when the bowlers clear their final game after the time limit above has been reached. The lane will not check out if the customer owes money, bowling or shoes, or if the prepaid amount has not been completed. This option does not require **shut off** to be enabled.

Auto Next and End Game. If set, the scoring will automatically advance to the next game after each game has been completed, without the bowlers having to press the **Next Game** or **End Game** key. A time delay can be set to allow the bowlers to view the completed game before it is cleared. When any of the auto **Check Out options** are also set, the bowlers can simply walk away from the lanes at the end of play and the lane will automatically check out.

For scoring types other than TS2/TS3, only the Auto END Game is available.

Walk Down Time. This is the time allowed from check in for the bowlers to walk down to the lane and start bowling. The bowling clock normally does not start until the first ball is bowled, but if the walk down time expires, the clock starts anyway.

Note that if the lane is in practice mode, the practice clock will not start until the walk down time expires or a ball is bowled.

Pinspotters

Pinspotter Off/On/Instructomat controls the pinspotter. Pinspotters cannot be turned on if the lane is not checked-in.

For TS2 or TS3 with own MIU, two cycle options are available –

Cycle cause a single cycle of the pinspotter, and any pinfall is scored.

Reset will reset a new deck of pins by cycling the pinspotters without scoring. For intelligent pinspotters, this will occur in a single cycle. For non-intelligent pinspotters, the machine may have to cycle twice.

For non TS2/TS3 systems, only the **Cycle** button is present. The type of cycle is dependent upon the scoring chassis.

6.1.3.8. Colour Tab

The colour screen is used to set the colours for the main screen at the lanes.

The exact options available will depend upon the scoring system. Some systems allow the setting of individual colours, while others have only preset combinations.

For TS3, the font and background wallpaper can also be set here.

These colours and settings can be saved as a *Colour Scheme*, and then reused as required.

A different *Colour Scheme* can be set for the 1st, 2nd and 3rd game. If a 4th game is bowled, Game 1 colours will be used, and so on.

A forth colour setting is used when a prepaid warning or game shutoff message is displayed, or the lane has actually shutoff.

- **To use an existing Colour Scheme**, click on Game 1, 2 or 3 then select a scheme from the drop down box.

- **To edit an existing Scheme**, select the scheme to edit, click on the item to edit (background, grid etc) and select a new colour. When the changes are complete, click **Save.**

- **To create a new Colour Scheme**, select a scheme that is similar to the one to be created, then edit the colours as needed, then click **New**.

- **To delete an existing scheme**, select the scheme then click **Delete**.

Note that a *Colour Scheme* does not have to be saved to be used. The colours can simply be changed and then sent to the lanes without saving. Only schemes that are to be reused later need be saved.

Colours

For Touch Score, the following colours can be set –

- Background,
- Grid Lines
- Title Blocks (TS3 only)
- Bowler Blocks
- Score Text
- Frame Score Text
- Title Text (TS3 only)
- Name Text
- Arrow fill in colour (TS3 only)
- Arrow Colour (TS3 only)

Setting colours for **Brunswick AS series scoring** is similar to TS2/TS3, however only **Background**, **Grid Lines** and **Names** colours are used.

For all other legacy scoring, simply select a fixed colour combination from the drop down box. For Frameworx, see also Frameworx Custom Colours.

A sample image of the scoring screen is provided for Touch Score. This image is intended as a low resolution sample only to judge the overall appearance of the selected colours. Note that the colours on the scoring monitors may not match this sample screen exactly, due to differences in brightness, contrast or colour balance between the different screens.

Font. For TS3 only, the font may be changed here. The fonts displayed here represent those loaded on this Touch Desk computer, and may not necessarily be present on the Touch Score computer.

Font may be left blank and the default (Tahoma) will be used.

For TS2 use the Graphics Tab to select an alternate font file. Currently only CLASSIC is available.

Background Image. For TS3, the background image or wallpaper can be set here. Any suitable image file in the Touch Score\Wallpaper folder on the Lane Server may be used. If a file from a different location is chosen it will be copied to this folder.

For TS2, use the Graphics Tab to select background images.

6.1.3.8.1. Frameworx Custom Colours

For Frameworks, use the small modify button adjacent to the Legacy Colour drop down to set up custom colour maps. These will then be available for selection along with the default colour maps (Colour A-W).

Click **NEW** to create a new colour map, or **EDIT** to edit an existing one.

Select a colour for each item on each tab (for example **Background** on the **Score Sheet** tab) by clicking on the item in the sample screen, or selecting it from the list on the right, and then clicking on a suitable colour from the palette at the bottom of the screen.

For Frameworx versions 6 and above, a full palette of 256 colours is available to choose from.

For versions 5 and below, only 32 colours are available.

If you have mixed versions of Frameworxs in the center, then use only the first row of colours to avoid getting different colours on different lanes. Touch Desk will show the full 256 colour palette if any lane has version 6 or higher.

Make sure all items on all tabs have a suitable colour, to avoid items becoming invisible (eg black text on a black background).

Note that the colours on the Frameworx overheads and monitors may not appear exactly the same as on the Touch Desk screen. This is due to

brightness, contrast or colour balance differences between the different screens.

Also, the Slow Bowling screen colour is fixed and cannot be changed.

6.1.3.9. Messages Tab

This screen is used to send messages to the lanes. Messages can be saved for later re-use, and can be of several types and sizes.

- **To use an existing message**, select the message from the drop down list.
- **To edit an existing message**, select it from the list, make any changes, then click **Save**.
- **To create a new message**, select a message that is similar to the one to be created, edit the message as needed, then click **New**.
- **To delete a saved message**, select the message and click **Delete**.
- **To clear a message from a lane**, click **None**.

Note that a message does not have to saved. If the message being sent is not likely to be used again, simply enter the message as required and do not save it.

The available message types are:

- **None**. Clear the message from the lane
- **Line**. A single line of text will appear at the top of the screen.
- **Scrolling Line**. A single scrolling line of text will appear at the top of the screen. Note this option is not available on Frameworxs scorers as the standard Line Message as above always scrolls.
- **Page Message**. A multiline text message will cover all or part of the screen.

On Touch Score, Page Messages can be either full or half screen, and small or large text.

- **Full Screen** messages cover the whole screen, hiding the score grid. On TS2/TS3, these messages will clear if the bowlers press a key or bowl a ball, but are guaranteed to be visible for at least 10 seconds.

- **Half Screen** messages compress the score grid into the top half the screen, and use the bottom half for the message.

- **Small Text** allows 12 lines of 40 characters on a full screen

- **Large Text** allows 6 lines of 20 character on a full screen

Clear sets the time that the message will remain on the screen before it is cleared. Note that page messages can hide the score grid from the bowlers, and are therefore cleared when a ball is bowled or the bowlers use the keypad. The time is in minutes and seconds format MM:SS.

Lower Screen uses the Lower Monitor rather than the upper for AS80/90 scorers.

For Frameworx scorers, messages can be sent to the upper, lower or both. Selecting NONE clears all.

Insert Customer/Team or Bowler Name buttons insert a special token into the message such as **{Cust Name}.** When the message is sent to the lanes, this token is replaced with the current customer, team or bowler name.

For example, a large text page message could be set up as below and used when checking in a league.

Welcome
{Cust Name}

{Team Name}

When the bowlers arrive at the centre, they can easily find the correct lane for their team. Note that the customer name for a league would usually be the same as the league name.

This can also be used for birthday messages, to welcome social bowlers, or to display tournament bowler's names in large text prior to play commencing.

6.1.3.10. Graphics Tab

For screen controls the graphics used for exciters and other special functions. There are three different sections that may appear depending upon the type of scoring system in use – Touch Score 2, Touch Score 3 or Frameworks. There are also some common controls and options for other legacy scoring type.
The general options are -

Graphics must be ticked to enable the display of graphics.

Sound must be ticked to enable the sound effects with the graphic.

Display Now. For TS2 and TS3 this option displays one of the defined graphics type immediately**.** As well as the pre-defined types, there are also a number of undefined types which can be user defined.

For example, you may decide to use TS2 Type 40 (currently undefined) for birthday messages, and create a number of birthday graphics and download them as Type 40. Then to display a birthday graphic, go to **Display Now** and select Type 40. Likewise for TS3, there are 4 "User" types which can be used.

Note that some types are linked to events and cannot be displayed manually, such as SLOW BOWLING.

6.1.3.10.1. Touch Score 3

Graphic Folder. TS3 graphics files are arranged in folders, and by selecting a different folder, a different set of files will be used. This setting is used to select the **current graphics folder**.

For example, there may be a folder call **Open Play**, containing all the graphics for normal open play, and another called **League Play** with a different set for league.

The **current graphics folder** must be located in the main Touch Score graphics folder which is **c:\Touch Score** on the Lane Server computer. Any name can used.

Files within the **current graphics folder** must either be named the same as one of the standard types, or be in a sub folder whose name is a standard type. For example, there may be a single file called "2 strikes.bmp" (or some other valid extension), or there may be a sub folder called "2 strikes" containing a number of files to be used for 2 strikes. Files in these sub folders can have any name, as the name of their parent folder determines their function.

If a standard type has been enabled (for example "2 strikes") and there is no file or sub folder named "2 Strikes" in the **current graphics folder**, then TS3 will search the **Default** folder. The **Default** folder is created when Touch Desk is installed, and contains subfolders for each standard type.

Touch Desk does not contain any tools for creating new folders or copying existing ones. This can be easily achieved using Windows. To create a new folder with all the pre-named subfolders, simply copy the **Default** folder, then delete any unwanted files.

Display Now. Enter the name of any file in the main Touch Score folder, and it will be displayed immediately. The file does not need to be in the currently selected graphics folder.

The time for the file to be displayed can be set. If 0, a default time will be used. See the section below on file times.

This function is different to the drop down Display Now option, as any file can be displayed, where as the drop down only displays files associated with a standard type or function.

Note that each Touch Score 3 computer regularly monitors the Touch Score folder, and takes a copy of any updated files. However, it may take a minute or two for all lanes to update. Any files newly created or moved into the Touch Score folder may not be ready for display immediately.

Clear Graphic – clears any currently displayed graphic and any waiting in the queue to be displayed.

Standard Types

The standard types for Touch Score 3 are –

- Logo – displayed when the Display Type is set to **Logo.** See also Digital Signage for display options when the lane is not in use.
- Welcome – appears when the lane is first checked in.
- Start Bowling – appears when the arrows first come up
- 1 Strike – appears when a single strike is bowled
- 2-12 Strikes – appears when multiple strikes in a row are bowled.
- Spare – appears whenever a spare is made
- Open – when a frame is left open (not spared)
- Spared Split – appears when a split is followed by a spare.
- Miss – appears when no pins are knocked over on the first ball.
- Mid Game – appears when the first bowler reaches the 6th frame, i.e. at the end of the 5th.
- End Game – appears at the end of each game
- Slow Bowling – appears when the slow bowling detector is activated.
- Stop Bowling Sign – appears whenever TS3 is about to cycle the pinspotters.
- Foul – appears whenever a foul is detected.
- End Practice – appears when Practice mode is about to be reset. Practice mode will not be actually reset until this graphic clears, so the time set for this can be used as a delay to allow the bowlers to notice the message and stop practice bowling. This graphic will appear when practice is reset manually or automatically, and is independent of the 1 minute warning used when practice time is set to end automatically.
- Pin Backdrop – this is the back drop shown behind the pins when pindication is displayed. This could include the centre name for example, but should not use colours that make seeing the pins difficult.

The following types apply to the forty frame game only (FFG)

- FFG Frame Types – This image type has a number of sub types (stored as sub folders) as listed below. An image will be displayed whenever the type of the frame to be bowled changes – for example from **9-pin** to **8 - pin**. It would therefore normally display prior to the first bowler bowling each frame.
  - Regular
  - 9Pin
  - 8Pin
  - Mulligan
  - Pay Day
  - Bonus
  - Big Kahuna
  - Sour Grapes

  - Super Sour
  - BingoBangoBongo
- FFG Kahuna – displayed when a strike is bowled in a Big Kahuna frame, thereby gaining points
- FFG Bonus – as above for Bonus frames.
- FFG Sour Grapes – displayed when a strike is NOT bowled in a Sour Grape frame, thereby losing points.
- FFG Super Sour – as above for Super Sour frames.
- FFG Pay Day – displayed when a strike is bowled in a Pay Day frame.
- FFG BingoBangoBongo – displayed when 3 strikes are bowled in a BingoBangoBongo frame (applies to frame 40 only).
- FFG Big Whammy – displayed when frames 37 to 40 are all strikes (6 strikes)

- User 1-4 – these types are not displayed automatically, but can be used to group files for use with the **Display Now** function.

Enabled. Tick to enable this type. If no file is found in the current graphics folder, the **Default** folder will be searched. This setting is ignored for the **Logo**.

Random. If ticked, TS3 will randomly select a file from those available. If not ticked, it will select the next available file, so that all files will always appear in the same order.

Time. This is the length of time the image will be displayed.

All images will be cleared if the bowler presses a key to access the menu, or bowls another ball, even if this time has not elapsed.

For static images, a time of zero is not allowed, and will default to 5 seconds.

For movies or flash files, a time of zero will cause the movie to run once, and then clear. If the time is set to any other value, the movie will continue to repeat until this time has elapsed, or will be cut short if this time is less than the movie time.

There are some special images which behave differently as described below –

The **Slow Bowling** image will remain displayed for as long as the Slow Bowling flags is active, regardless of the time that has been set.

The **Logo** image remains on for as long as the display type is set to logo, regardless of the time set here.

The **Stop Bowling** sign will remain displayed for as long as the machine takes to complete its cycle.

Also, when Practice is reset from the desk, the **End Practice** image will be displayed. Practice mode will not actually be reset until the image has cleared. Therefore the time set for this image can be used to give the bowlers sufficient time to stop bowling before the practice is actually reset and scoring begins.

Supported File Types

TS3 supports the following image types -

- GIF (single frame or animated)
- BMP
- JPEG
- JPG
- PNG
- EMF
- WMF

In addition, any file type supported by any of the following programs is supported, if that program and its ActiveX plug-in have been installed –

- Windows Media Player
- Shockwave Flash
- Internet Explorer

Some of these types, such as GIF support transparency. This allows the image to appear over the scoring grid, with the grid visible through a transparent background.

BMP files do not generally support transparency. However, if the file name ends in "_t" (e.g. mypicture_t.bmp), then whichever colour is in the lower left corner pixel will become transparent over the entire image.

6.1.3.10.2. Touch Score 2

TS2 Graphic types are:

- **Logo** – displayed when lanes are off. Can also be used for advertising.
- **Open Strike** – displayed when a single strike is bowled in Open play
- **Strikes** – displayed when more than one strike in a row is bowled. A different graphic can be used depending upon the number of strikes from two to twelve.
- **Open Spare** – displayed when a frame is spared in Open play.
- **Split Spare** – displayed when a split frame is spared.
- **End of Game** – displayed at the end of a game. A different graphic can be used for Open and League play
- **Middle of Game** – displayed after the 5^{th} frame.
- **Score Background** – used as the background to a score grid. A different graphic can be used for Open and League games, and also for Game 1, Game 2 and Game 3. Game 4 re-uses Game 1 graphic and so on.
- **Pindication** – a special graphic used to display the pins left standing.
- **Slow Bowling** – displayed when there is a considerable delay between balls.
- **Stop Bowling** – displayed when TS2 is about to cycle the pinspotters, and requests that the bowlers stop bowling.
- **Foul** – displayed when the foul detector is triggered.
- **Menu Background** – displayed as the background when ordering food or drink
- **Font** – this is not actually a graphic, but a special font file that is used to change the appearance of the characters. If a font file is loaded, it will always be used. If no file is loaded, the default font will be used.
- **Message Background** – displayed as the background to page messages
- **Touch Background** – displayed as the background to scores and menus on the touch screen
- **End Practice** – displayed when practice mode is reset.

In order to use more than one file for a particular type, the files must belong to the same group. Files in the same group have the same base name, with a numbered index. For example: mypic_01.gif, mypic_02.gif etc.

See the **TS2 User's Guide** for more information on creating and naming graphics files.

Before a file can be used, it must be sent to the lanes. See Lanes ▸ Setup Scorers ▸ Files Tab.

For each file type, the following information is required.

File Group is the file or file group to use. Either enter the name or a file or click **Browse** to find it.

When browsing, set the file type property to:

- **Files in Current group** to show all files in the currently named group
- **All files in file list** to show all files that have been entered in the file list for sending to the lanes. See Lanes ▸ Setup Scorers ▸ Files Tab.
- **All Files** to show all files in the folder

Select a file to use. If the file is part of a file group (similar names) the entire group will be used.

Random. If random is ticked, a file will be randomly chosen from the group of available files. If it is not ticked, file 00 will be chosen the first time, 01 the next time etc..

Time. Is the time to display the file before it is cleared. If set to 0, the file will not automatically clear.

For Logos, TS2 will cycle through all available logo files, displaying each one for its preset time. This feature can be used for running a slide show for advertising for example.

Load Default Files. Click this button to load the default setup for this page. This will use the default graphics files as supplied with TS2.

6.1.3.10.3. Frameworx

Start Slide Show displays a predefined Slide Show on Frameworx scorers. See Setup Scorers ▸ Files ▸ Slide Shows. Note that only Frameworx software

Version 6 or later can display a slide show with more than one image. Earlier versions can display a single image only!

Cancel Slide Show cancels any slide show currently on the screen.

6.1.3.11. FFG Tab

This tab allows for setting up the type of each frame in the forty frame game available with Accuscore Plus Version 5 and Accuscore XL and Boss, and Touch Score 3. The entire map of 40 frames can then be saved under a unique name for later reuse.

To actually enable the game, go to Scoring ▸ Game Type. If the scoring system supports FFG it will be listed here.

For a definition of each frame type, consult the scoring documentation or the web.

- **To use an existing FFG Map**, select a map from the drop down box.
- **To edit an existing FFG Map**, select the map to edit, then select a new frame type for each frame. When the changes are complete, click **Save.**
- **To create a new FFG Map**, select a map that is similar to the one to be created, then edit the frames as needed, then click **New**.
- **To delete an existing FFG Map,** select the map then click **Delete**.

Note that an FFG Map does not have to be saved to be used. The individual frame types can simply be changed and then sent to the lanes without saving. Only save FFG Maps that are to be reused later.

6.1.3.12. Results Tab

These settings allow current results (completed games) and live scores to be posted to Touch Desk Digital Signage Screens through-out the centre. See Admin ▸ Digital Signage to setup the screens.

These results remain on the signage screens for a fixed time after bowling is completed, and are then discarded. To save results permanently, ensure that the score sheets are saved to the database, so that results can be generated later. See Lane Information Screen ▸ Save Score Sheets

The settings entered here will be shared with all lanes that have the same lane Customer. It is not possible to have different settings within the same group.

Three basic types of results can be displayed –

- **Results within Group.** This will display the results of completed games for each team or bowler within a multilane booking. The **Leader Board** shows the scores in order from highest to lowest within the group, while the **Head-to-Head** feature displays the winner between each team or bowler and the team or bowler on the adjacent lane. **Recaps** shows each game and series total for each bowler or team.

  The number of bowlers or teams to be displayed on the **Leader Board** for each category can be set. For example, it is possible to show only the top 3 bowlers, rather than every bowler. To show every bowler or team, leave the **Number to Show** field blank.

- **Results by Lane.** These results show the top bowlers from each lane in the centre. The number of bowlers to be posted can be individually set for each booking. For example, you may wish to post every bowler from a kid's party group, and only the top bowlers from adult groups. To post every bowler, leave the **Number to Show** field blank.

- **Live Scores.** Live scores can be displayed. Only Touch Score 3 provides truly live scores. For other legacy scoring, see also the Setup ▸ Legacy Live Scores option.

Show each Bowler or Teams highest game only will cause each bowler or team to appear on the leader board only once, even though their second or third highest score may be greater than another bowler or team's highest score on the list.

Start displaying scores after game number will restrict when the scores will appear. For a three game series for example, you may wish the scores only to appear after the third game is complete.

Time to remain on board after last game sets the time that the results will be displayed, following the last game by any team or bowler. The maximum is

255 minutes. To save scores for later use, make sure that Lane Information Screen ▸ Save Score Sheets is ticked.

For Live Scores, this is the time after the last ball has been bowled at which the live score display will be cleared. The live sheet will also be cleared if another booking is checked in to the same lane with the Live Scores option enabled, as there can only be one live score sheet per lane.

Collect Live Scores. Use this option to collect live scores as the bowlers bowl. These scores can then be displayed on the digital signage screen. See Admin ▸ Digital Signage ▸ Live Scores Tab

The score will remain for a preset time after the game has finished as set above, or until cleared with the **Clear Old Live Scores** button, or until the lane is checked in again with the **Live Scores** option enabled. In this case, the new score sheet from the lane will overwrite the old.

To automatically clear all live scores on check out, set the **Clear Old Live Scores** button in the check-out style.

Collect Live Scores must be disabled in order to **Clear Old Live Scores**.

For Touch Score 3, Live Scores are updated after each ball is thrown and are therefore truly live.

For all other legacy scoring, the scores may not be truly live. See Lanes ▸ Setup ▸ Legacy Live Scores for more information.

Send to XBowling. Live Scores can also be posted to the XBowling web site. Collect Live Scores must also be enabled. See XBowling for more details.

Assign to Signage Screen allows these results to be displayed on a single screen only, rather than throughout the centre. For example, you may have a screen within a children's party room, and display all their scores from birthday party bookings on that screen only.

Clear Old Results will clear any results belonging to this lane that do NOT belong to this current booking.

Print Results will print the results from this booking. To print all the results currently on a signage screen, see the **Print** button in Admin ▸ Digital Signage ▸ Screens ▸ Results Tab.

6.1.4. Setup Scorers.

This function sets various scorer options that do not change from booking to booking. These setting relate to hardware installation, camera alignment, file resources, etc. It also displays some information relating to the scorers themselves such as firmware versions, error logs etc.

For more options such as scoring type, see Admin ▸ Operation Mode and Servers ▸ Lane Server Setup ▸ Configure Lane Server.

6.1.4.1. Setup Tab

- **Scorer Grid & Graphics Brightness.** This option sets the brightness of the TS2 screens for score girds and graphics. It can be adjusted to compensate for differences in monitors. If set to 0, the brightness will not be changed from whatever it is currently.

- **Video Inputs** configures the 3 video input connectors on TS2 for **Brightness, Contrast** and **Colour Saturation**. Note that these settings affect the appearance of the picture when using the inputs on TS2 only, not when using other TV sources. The **Score Grid Brightness** should be adjusted first, then these settings adjusted to give a good picture. If set to 0, the settings at TS2 will not be changed.

- **Intelligent Pinspotter** should be ticked when the scoring computer is connected to pinspotters that are capable of resetting pins in a single cycle after the 3rd ball in the tenth frame or after a no-tap strike.

  Examples are AMF pinspotters with MP or Mk expander boards, or Brunswick pinspotters with a New Pins Solenoid (NPS) installed.

  If Auto Cycle on 10th frame or Auto Cycle on No-tap is enabled, intelligent pinspotters will reset a full rack in a single cycle when a second ball is not required in either the 10th frame or after a no-tap respectively. Non intelligent pinspotters however, will need to cycle a second time to reset the pins.

Note that it is not possible to do a single cycle in these cases if an APS with ultrasound arrays is used for scoring, as TS2 is not directly connected to the pinspotter and therefore has no control over the type of cycle.

The Auto Cycle on 10th frame and Auto Cycle on No-tap settings can be changed for different bowling styles. For example, league bowlers may expect the machine to cycle again, but open bowlers may not and regularly hit the rakes. So these settings can be enabled for league styles but disabled for open styles.

The **Intelligent Pinspotter** setting can also be enabled if the pinspotters are NOT intelligent, but you do NOT want them to automatically cycle a second time under any circumstances.

- **Cycle Delay.** (Applies to TS MIU only) For non-intelligent pinspotters, the scoring will cycle the pinspotters a second time to clear away the pins. For APS systems, Cycle Delay is the delay in seconds from when the score is taken, to when the machine will start its second cycle. For systems with a camera, Cycle Delay is the delay in seconds from when the sweep returns home to when the pinspotter will start its second cycle and should normally be zero.

- **AMF Camera Delay**(applies to TS MIU only) is the delay in 35mSec (approximately 1/30th of a second) increments from when the sweep switch is activated to when an AMF camera is triggered. Normally AMF cameras have a suitable delay built in, so this setting can be 0. However if the camera has been sourced from a different type of installation, it may have a 0 delay and a suitable delay must be added here. For video type cameras, see the Camera Tab

- **Dual CCD Cameras**. Use this setting when dual CCD cameras are used due to over lane ball returns for example. Applies to TS MI units only.

- **Ignore 2nd Ball signal**. The pinspotter provides a 2nd Ball signal to the scoring to indicate that it is in 2nd ball mode. Usually scores will only be recorded when this signal matches the players current ball. For example, if the player bowls the second ball of a frame, and the data received from the pinspotter indicates it is still in 1st ball mode, then the score will not be recorded. Setting this option causes TS3 to ignore the 2nd ball signal, and

always record a score. This can have unintended consequences depending up on the particular pinspotter and machine interface equipment in use. In particular, fouls, fast cycles, no-tap, and the extra fill ball in the tenth frame may not work correctly without a valid 2nd ball signal. Frame counts may be off. Even normal frames may not score correctly with some equipment. Use this option only as a temporary measure until any problems with the 2nd ball signal can be rectified.

- **Enable Ball Detector** (applies to TS MIU only)**.** Three separate functions of the ball detector inputs can be enabled as below.

  If **SCORE** is enabled, then the unit will not record a score unless a valid ball detection signal is received prior to the cycle. Disable this setting if no ball detector is connected.

  If **CYCLE** is enabled, then the MIU will cycle the machines when a valid ball detection signal is received. This should be disabled if the machines are automatically cycled independently from the scoring to avoid double cycles.

  If **SAFETY** is enabled**,** then the machines will be shut off if anything passes the ball detectors while the sweep is not at the home position or a valid trigger has already been received. This applies only to pinspotters controlled via the MIU. Shutoff may not occur instantly depending upon the pinspotter. To restart the pinspotter, turn it off then back on again a few seconds later via the desk. An exclaimation mark will appear on the Lane Icon while the shutoff is enforced. The word "Intrusion" will also appear above the pinspotter buttons.

  Important note - This feature is provided as safety backup only, and must **NOT** be solely relied upon to prevent unwanted intrusion into the pinspotter by objects or persons.

  The ball detectors can always be used for speed indication, regardless of these settings.

- **Ball Trigger Delay** (applies to TS MIU only) sets the delay from when the ball has cleared the beam at the last detector to when the pinspotter starts to cycle.

  For non speed sensitive detectors this is a simple time delay in 200 millisecond increments.

For speed sensitive detectors, this setting is the delay at a medium ball speed of 15MPH. The delay actually used is then adjusted depending upon the actual speed.

This setting should only be set once the sensor spacing has been setup and calibrated, as variations in the calculated speed will alter the actual delay.

- **Sensor Spacing**. (Applies to TS MIU only) For speed sensitive detectors with two sensors, enter the spacing between the sensors in inches to the nearest 10^{th} of an inch. Ball speed can then be calculated and displayed.

  For non speed sensitive detectors enter 0. Display of ball speed is not possible.

  For single sensors whose output pulse width is equal to the time it takes the ball to pass, enter a value between 0.1 and 10 inches. This value represents the width of the bowling ball as it crosses the sensor. Ideally 8.5 is the correct value, but this value can be trimmed to allow for any non-ideal conditions such as the sensor not being at the height of the center of the ball or delays in the sensor electronics. This value is best set by experimentation. Time the ball to work out the actual speed, then enter a value that gives the correct indicated speed. This method of detection is generally less accurate than using two sensors.

- **Force Configuration. (TS2 only)** If ticked, the settings in the *Touch Score Configuration* panel will be sent to TS2. If not ticked, the configuration will not be changed. Generally Force Configuration should be set, so that any TS2, even one whose memory has been cleared, can be installed and will be correctly configured by the desk. However leaving it unset is a useful way to read what has been configured at the lanes. See the **TS2 User's Guide** for more information on TS2 configuration.

- **Touch Screen Fitted** should be ticked if TS2/3 is fitted with a Touch Screen.

- **Keypad Type** must be set for the type of keypad connected to TS2/3. See the **TS2/3 User's Guide** for details. Your hardware may not support all the types shown.

- **Both Keypads on UBT.** This setting only applies when dual keypads are used. It should be ticked if both keypads are connected to a single Universal Bowler Terminal board, else cleared if each keypad has its own bowler terminal board.

- **Bowler Terminal Baud=19200.** For TS3 only, use this setting to set the baud rate to the bowler terminal baud on an MIU to 19200, as used for Accuscore 2.

- **Monitor Type** must be set for the type of monitor or screen connected to TS2. See the **TS2 User's Guide** for details.

- **Pinspotter Type** is determines how TS2/3 interfaces with the pinspotters, but does not apply to all TS2/3 installations.

  For TS3 with XL/Boss MIU or camera, make sure the type set here is the same as set by the switches on the bowler terminal board.

- **Machine Interface type** sets the type of equipment used to connect TS3 to the pinspotters. This can be set to AUTO and TS3 will automatically detect the equipment. However there are times when the auto detection will fail (for example if the attached equipment is not turned on or connected), so it is generally best to set the type explicitly. Note that the wrong setting may also prevent the keypad from working.

  See the TS3 manual for more information**.**

- **Extended APS Protocol.** For TS2/3 only, this option should be ticked only if an APS is being used for pinsensing, and the APS has been fitted with the updated A.K.Microsystems firmware which allows for pindication display.

- **Supported Game.** For scoring that supports different game types select those types that are supported in this installation on these lanes.

  For Frameworx, the supported games must match the pinsetter type as set at the console.

- **High Game.** The High Game graphic will be displayed if a game total is higher than this figure.

- **Use Low Power mode.**

  For Brunswick AS80/90 and AMF XL/Boss – If checked, power to the overheads will be switched off when the lane is checked out, and the display type is set to normal (OFF). This is the default setting for original installations.

  However, if the overheads have been replaced with TVs, it may be desirable to leave the TVs powered up when the lane is off. This is because some TVs will not automatically come on when power is restored, but remain in standby mode until activated by the remote. To avoid needing the remote every time a lane is checked in, set Low Power mode to OFF.

  For TS3 – If checked, the monitors will be switched off via Windows Power Control whenever neither screen is required. The exact operation of this function may vary depending upon the type of monitors being used.

  For TS2 - If checked, Touch Score will go into a low power state whenever all the screens are off. Power to the bowler terminal and some peripherals will be switched off and the fans will stop. Normally this is the desired behaviour. However some TVs may display a blue screen or a signal lost message when the video signal is removed and this may not be desired. In these cases Low Power mode should not be enabled in order to maintain a black screen.

  Note that on TS2s with a hardware revision code or 3 or lower, the fans and bowler terminal boards remain powered up.

- **Enable Intercom**. For TS3, this will enable the intercom functions at the scorer console. Intercom functions are generally only available where existing Brunswick intercom hardware has been retained after a TS3 upgrade.

- **Legacy Live Scores.** Live scores can be collected from the lanes and displayed using the digital signage system. See Lanes ▸ Results ▸ Show Live Scores.

For **Touch Score 3**, these scores are truly live, as each ball throw is collected from the lanes as it happens.

However, legacy scoring systems do not have the capacity to provide truly live scores. This **Legacy Live Scores** option is provided as a solution that will collect score sheets from the lanes in such a way that the scores will appear to be "almost" live.

Warning! *This option places a heavy load on the communication network between Touch Desk and the scoring. Depending upon your scoring type and the number of lanes, it may not be possible to enable live scores on all lanes at once. If you experience an unacceptable slowing of response from the lanes, or lanes frequently dropping off line, then you may not be able to use this option on all lanes. This is an unfortunate limitation of the legacy scoring system.*

Note that it is still possible to display live scores without the **Legacy Live Scores** option being set. The scores will then only update periodically for most scoring systems, and only at the end of the game for others.

Live collection will only take place when both Lanes ▸ Results ▸ Show Live Scores and this **Legacy Live Scores** option is set.

For centres unable to handle live score collection on all lanes, there are two choices. Either -

- Enable **Legacy Live Scores** for some lanes only, and use only these particular lanes whenever live collection is required

Or –

- Enable **Legacy Live Scores** for all lanes, but limit the number of lanes that can use it at the same time in Admin ▸ System Setup ▸ Lanes ▸ Limit Live Score Collection.

This does not apply to **Touch Score 3** which can always provide live scores on all lanes regardless of this settings

- **Restart Scoring Program**. For TS3 only, this will restart the scoring software on the lane computer without rebooting the lane computer. It will also update the scoring software from the Lane Server in case a new minor update has been loaded there. This scoring software is also automatically

updated if the scoring computer is rebooted, or if the update is a major version upgrade.

- **Reboot Lane Computer** (Warm Start). This function will restart the lane computer or scoring chassis, without clearing the memory. Note, for XL, the current game will be lost!

- **Clear Scorer Memory and Reboot Lane Computer** (Cold Start). This function will clear the current game and all settings from the lane computer or scoring chassis, then reboot it.

- **Lane Computer On**. For TS3 this will turn on and boot up the lane computer. The lane computer must have been set up to allow for Wake-On-Lan using a magic packet.

- **Lane Computer OFF**. For TS3, this button will shutdown the lane computers. They will not restart automatically.

- **Lane View** will open a window to remotely view and control the TS3 lane computer (if fitted) on this lane. Both lanes will appear in the one window, use the scroll bar if necessary to move between them. See Setup and Install ▸ TightVNC Remote Viewer.

6.1.4.2. Camera Tab

This screen is used to setup a standard video camera for pinsensing. It is not used for AMF type cameras. For setting up AMF camera delays, see Setup Tab ▸ Camera Delay

Before setting up the camera, the camera itself must be aligned & focussed correctly. See the **TS2/TS3 User's Guide** for details.

Before making any adjustments, it is important to get the latest captured image from the lane, in case the camera has moved. Click **Get Captured Image** and wait for the new image to appear. Depending upon the type of lane communications that are being used, the image may take 30 seconds or so to appear.

There are four parameters that must be set:

- **Pin Position**
- **Neck Position**
- **Brightness Threshold**
- **Camera Delay**

Pin Position. A box must be placed on the image of each pin. TS2/TS3 will measure the brightness of the image within this box to determine if a pin is standing. If the image within the box is brighter than the brightness threshold, the pin is detected as standing and shown in green. If the brightness is less, the pin is absent and shown in red.

To adjust a pin position, click on the *Pin Number*, then either click on the actual pin, or use the ▲ and ▼ buttons to move the box to the pin.

Boxes should be placed on each pin such that:
- Each box is on a single pin and does not overlap any adjacent pins.
- If the pin is missing, the image within the box must be dark. Avoid any bright reflections from ball cushions etc.
- The box should be positioned on the pin so as to allow for slight offspots where possible.

The colour of both the box and the pin button will depend upon whether the pin is current detected by the camera –
- Red – pin is not detected or missing
- Green – pin has been detected
- Amber – the pin has been not been detected due to light level at the pin position, but has been located along the neckline. See Neck Position threshold below.

Neck Position. The height of the neck of the pins must be set by positioning the neck line across the pin necks. When a pin is not detected in its usual position, TS searches along the neck line between the pin's usual position and the next pin rearwards. This enables TS to detect many off spot pins. Note that no camera system can detect all offspots all the time, as pins can move behind other pins.

To set the neck position, click on **Pin Neck**, then either use the ▲ and ▼ buttons, or click on neck of an actual pin. The line should be positioned across the middle of the neck, avoiding the red stripe on the pins if present.

Brightness Threshold. Before adjusting the brightness threshold, first click **Show**. The image from the camera will now be displayed in three colours:

- **Black** for areas that are darker than the threshold.
- **White** for areas that are brighter.
- **Yellow** for areas that are close to the threshold

To adjust the threshold, enter a new value, or click on the existing value then use the ▲ and ▼ buttons.

The threshold should be adjusted so that the area at the pin boxes appears white when the pin is present and black when the pin is absent. If this area is yellow, then it is uncertain whether the pin will be detected or not.

Camera Delay. For AMF pinspotters, this is the delay between the when pinspotter cycle starts (sweep switch closes) and the camera image is captured and processed. It should be as short as possible, but must be long enough for the sweep to clear the camera's view of the pins. This setting does not apply when in Brunswick mode.

To adjust the delay, enter a new value, or click on the existing value then use the ▲ and ▼ buttons.

For TS3, different delays can be set for 1st and 2nd ball, but generally they should both be set the same. For TS2, the 1st ball delay is used for both balls.

Default Settings This button will reset the pin positions, brightness threshold and sweep delay to default values.

Testing Settings. The following buttons are provided in order to test any changes that have been made.

Apply Changes. This will send any changes to the lane

Cycle Pinspotter will cycle the pinspotter, causing the lane to capture a new image.

Get Captured Image will upload the last image captured by the lane. Depending upon the type of lane communications that are being used, the image may take 30 seconds or so to appear.

This image should show the pins with the sweep down. The sweep delay must be sufficiently long for the sweep to clear the pin boxes, but sufficiently short to process the score before the machine cycles further.

The cause of any miss-scoring can be easily determined by examining this image immediately after the miss score.

Get Live Image will upload the current image from the lane. Depending upon the type of lane communications that are being used, the image may take 30 seconds or so to appear.

Note that the images uploaded are low resolution, as the TS2 or TS3 MI box use slow speed communications so as to retain compatibility with legacy systems. However the image processed internally by the TS2 or TS3 MI unit is of a higher resolution. The low resolution of the displayed image is not a problem, as the image is only used to position the pin dots. However it may mean that the lane may interpret the number of pins standing slightly differently to what you see on this image, in cases where the pin dots are incorrectly positioned on the very edge of the pins.

6.1.4.3. Files Tab

The Files Tab controls the downloading of various files to the scoring system. These files may be used for graphics, fonts, animations or programs. There are 3 versions of this Tab, one for TS2 scoring, one for XL and Boss scoring and one for Frameworx scoring.

There is no tab for **TS3**, as all files in the Touch Score folder are automatically copied to the lane computers.

6.1.4.3.1. TS2 Files

This screen controls the downloading of graphics and font files to the lanes. Files must be sent to the lanes before they can be used. To use a file for a specific purpose, see Lanes ▸ Lane Information Screen ▸ Graphics Tab.

Enable management of Lane Files. If this box is clicked, Touch Desk will control the downloading of files as below. If it is not clicked, all downloading will stop, except for updates to TS2 firmware. As downloading of files can be quite slow on some systems, it is sometimes desirable to turn it off if the centre is busy.

Delete files not in the list from the lanes. If this box is ticked, any files currently stored at the lanes which are not in the list will be deleted from the lanes. If it is not ticked, files in this list will be added to any already at the lanes.

Status will show which files, if any, are presently being downloaded and to which lanes. The following messages may appear:

Sending File List. The list is being sent to the lanes.

Processing. The list is being processed to see which files, if any, are to be downloaded

Sending A file is currently being sent. A file may take several minutes to be sent to all the lanes, depending upon the communication system being used and the size of the file.

Load Default File List will load the list of files as contained in the basic graphics package supplied with TS2.

File Name is the name of the file. If the extension is **.GIF** it should be omitted.

Browse. Use this button to browse for files. All files to be sent to the lane must be in the Touch Score Graphics folder, which is *c:\touch score\TS2* on the computer where the Lane Server has been installed. If you select a file that is not it this folder, it will be copied to this folder.

Transparent. If this box is ticked, the background of the file will be transparent, allowing the score grid to be partially visible. This setting does not apply to some file types.

Temporary File. If this box is ticked, the file is stored at the lanes in temporary memory and will be lost if the power is lost. If it is not ticked, the file is stored permanently.

Insert Name. If this box is ticked, the name of the current player will be inserted into the graphic.

Loaded at Lanes will show a tick if this file is already at the lanes, or a cross if it is not.

6.1.4.3.2. XL and Boss Files

This screen is used to interchange files between the scoring chassis and the Boss/XL folder on the Lane Server computer.

View XL/Boss Folder will open the Boss/XL folder in Explorer.

There are 5 file groups of files that can be copied to and from the scoring system. These groups are –

- **Logo**. These files are displayed when Display ▸ Main Screen Type is set to Logo.
- **Video Merchandising Groups 1 through 6 (or 3 for XL)**. Each of these files groups can be displayed using the Display ▸ Merchandising option.
- **Program Files.** These are the scoring program files that are executed at the lanes, and should only ever be reloaded during an update, or if the scorer has experienced a severe problem.

The **Logo** and **Video Merchandising** groups consist of files named 01.BMP (or FLC), 02.BMP (or FLC) etc. When the group is displayed, the scorer will cycle through the available files. BMP files are single pictures in the Windows bitmap format. FLC files are animations. Only files with these names, and in order starting at 0 will be uploaded to the chassis.

Logo files will be copied to or from the **LOGO** sub folder.

Video Merchandising files are copied to or from the **MERCH1** (or **MERCH2** or **MERCH3…**) sub folder.

Program files are copied from the lanes to the **XLBACKUP** sub folder or from the **XLUPDATE** sub folder to the lanes.

Note that all these folders are in the XL/Boss folder on the **Lane Server** computer, and that any files already in these folders may be overwritten. Ensure that suitable backups are kept elsewhere before getting new files from the lanes.

Likewise, when sending files to the lanes, make sure that a backup has been retrieved from the lanes and stored elsewhere first.

Be especially cautious when sending program files to the lanes. Corrupt or bad files might render the lane un-usable. It will then be necessary to reload the lane's software directly from floppy or tape drive.

To send a file group to the lanes, simply select the file group and click **Send**. The files will be sent to all the selected lanes, but the selected lanes must be in a single continuous block.

To get a file group from a lane pair, simply select the file group and click **Get**. Only a single lane pair can be selected for the **Get** function.

The status bar will show the progress of the current operation. New operations can only be commenced once the previous operation is complete. Status can be one of –

- **Idle –** previous operation completed successfully**.**
- **File Exchange in Progress**
- **Error** – One or more lanes encountered an error.

Use the **STOP** button to cancel an operation in progress**.**

If an error occurs almost instantly whenever any file transfer is attempted, or the chassis reboots, then the IP address configuration may be wrong. See Admin ▸ Lane Server ▸ Configure for more information.

6.1.4.3.3. Frameworx Files

This screen is used to interchange files, including command files, between the scoring chassis and the Frameworx folder on the Lane Server computer.

This screen has 2 sections. The left hand side of the screen is used to copy files to and from the Frameworx scorers. Files can only be copied in predefined ways as described in a command file. The right hand side is used to setup Slide Shows.

Status will show either

- **Idle** – Ready to accept commands
- **Sending Command** – Sending current command.

- **Processing** – Processing previous command. More commands can be entered at this time. Some commands may not notify Touch Desk of their completion and remain showing "Processing".
- **Error** – An error was encountered.

Install Software. This function will install new software on the lane computers. The new install package, consisting of the files to be installed, along with the **INSTALL** command file must be present in the Frameworx folder on the Lane Server computer. These files are NOT included with Touch Desk.

Send New Maintenance Password. A new maintenance password can be sent to the lanes. Touch Desk will automatically create the necessary files in the Frameworx folder. **CAUTION**: The scorers will automatically reboot after this command, and all scores on the lane will be lost!

Send Custom Command File. Enter the name of any other command file that you wish to run here. Command files (or scripts) are typically used to configure different types of Frameworx, such as Touchworx, or Uniworx, and to enable LCDs. These scripts are not provided with Touch Desk, but are part of the scoring system software.

Note that the Clear Scorer Memory (Cold Start) button also creates and runs command files in the Frameworx folder as needed.

When files are copied from the lanes to Touch Desk, they are stored in a subfolder of the Frameworx folder named **LANEX** where X is the lane number.

Note that on a Brunswick Command Network, command files are stored in **/u/css/lan/scn/files.** On Brunswick Centre Master program files are in **C:\CM2\SERVER\SCRIPTS** or similar, and graphics files are in **C:\CM2\SERVER\GRAPHICS.**

Slide Shows. A Slide Show is a collection of up to 5 images that can be displayed in sequence. Once the slide show has been configured, it can be saved under a meaningful name. To display a slide show see Lanes ▸ Graphics ▸ Start Slide Show or Lanes ▸ Display ▸ Auto Advertising.

Note that only Frameworx software Version 6 or later can display a slide show with more than one image. Earlier versions can display a single image only!

- **To retrieve an existing Slide Show**, select a Slide Show from the drop down box.

- **To edit an existing Slide Show**, select the Slide Show to edit, make the desired changes and then click **Save.**

- **To create a new Slide Show**, select an existing show that is similar to the one to be created, make changes as needed and then click **New**. Enter a new name when prompted.

- **To delete an existing Slide Show,** select the show then click **Delete**.

- **Send as Auto Advertising** is used to send a slide show to the lanes to be used whenever the Auto Advertising function is enabled. Typically this is only enabled for Check Out styles, so that whenever a lane is checked out this slide show will commence.

Note that the **Send as Auto Advertising** function will only apply to the lanes that have been selected, whereas all saved slide shows are the same for all lanes.

The fields in each slide show are –

- **File** – is the name of the file to be displayed. Files must have a .**SLD** extension and the extension must be included. Maximum length of the filename with extension is 12 characters. The files must be in the Frameworx folder on the lane server computer.
- **Time** – is the time in seconds to display. Enter 0 to display forever.
- **Iterations** – is the number of times the show will repeat. Enter 0 to repeat forever.
- **Upper Screen** – enables display on the upper monitor.
- **Lower Screen** – enables display on the lower monitor.

Note that sending lots of different slides to the lanes can impact on network performance as Frameworx scorers request a new copy of the file from the Lane Server every time a slide show is started.

6.1.4.4. Info Tab

This screen shows the following information for each lane.

Online shows if the lane is currently communicating with the front desk.

Comms Events is the number of communication events since the lane was last checked in. Communication events occur when the expected reply from the lanes is not received. This does not cause errors, because Touch Desk simply tries the command again.

Comms Errors shows the number of communication errors since the lane was checked in. Errors are more serious than events, as it indicates that the lane still failed even after a number of retries. Large numbers of errors may indicate a faulty cable, scorer or SIU.

MI Details

- For TS2, this is the serial number of the TS2.
- For TS3 with an A.K.Microsystems MI unit, this is both the serial number and version of the MI.
- For TS3 with an XL MIU, this is the version of software for the MIU and the Camera.

Version is the version of the firmware or software running at the lane computer.

For TS2, this should show the same as the TS2 Update version, as new update files (TS.BIN) are automatically sent to the lanes. Note that it may take a few minutes to update the lanes, depending upon the type of installation. See the Files Tab to monitor progress of the update.

MPA/IRC Version. Depending upon the configuration, this is either –

- The version of the firmware in the Touch Score Multiport Adapter (MPA)

or

- The version of the firmware in the Infra Red TV controllers. This should be the same as shown for IRC Update.

The following additional system information is also shown:

TS2 Update. This is the version of the Touch Score firmware contained within the Lane Server. All TS2 lane computers should automatically update to this version.

IRC Update. This is the version of the IRC.BIN firmware file for the Infra Red TV controllers that is contained in the Lane Server. All controllers should update to this version automatically.

The **Start/Stop Lane Server** and **View Log buttons** are identical to those provided in Admin ▸ Operating Mode & Servers ▸ Lane Server Setup.

LIU Events. This shows the number of communication events between the Touch Desk and the LIU or Pinspotter Controller. A large number indicates an problems with either the SIU, LIU or cabling.

USB Restarts is the number of times the USB connection to the SIU has been restarted. It is normal for the connection to restart several times.

License Status will show **OK** if the correct License Code has been entered. If the License Code is incorrect, a message will appear here, and the Lane Server may have only function for a limited time. See Admin ▸ Operating Mode & Servers ▸ Lane Server Setup.

6.1.4.5. Assign Lanes Tab

This tab is used to assign lane numbers to each TS3 computer.

The list will show all current TS3 computers by their assigned lane numbers.

To change a computer to a different lane, enter a new lane number then click **Apply**. Wait a few seconds for the command to take effect, then click **Refresh List** to update the list on the screen.

Show current lane numbers at lane will cause the lane number of each lane to be displayed in large text at the lanes. Only the lanes selected will be affected, so this command can still be used when reassigning some lanes without disrupting bowling on other lanes.

Make sure the lanes to be reassigned are off, as no data is transferred when a lane is reassigned.

6.1.4.6. TV Channels Tab

This tab is used to set the valid TV channels that will available for the bowlers to select at the bowlers console.

Name is used to identify the channel and will be displayed at the bowler's console. If the name is left blank, then the channel number will be displayed.

For system using an IR controlled TV, **Name** can also be one of the custom channel names as setup in the **IR Controller Setup** program. In this case, it is not necessary to enter a channel number or minor channel number.

Channel is the channel number.

Minor Channel is the minor or secondary channel number for ATSC digital systems. If left blank, an analog channel will be selected.

6.1.5. Setup Styles

Styles are used to simplify the setting up of a lane. All the lane settings such as colours, messages and options can be saved as a bowling style. When a lane is checked-in, it is only necessary to select the correct bowling style and all the options will be set.

For example, different styles can be used for prepaid bowling, league bowling, junior and senior leagues. Each style can have different colours, messages, exciters and options. A Birthday Party style could include a happy birthday message etc.

Click the **Styles** button to setup styles. It is not necessary to select a lane first, as styles can be applied to any lane.

The **Styles** screen will display a list of existing styles.

- **To create new style**, click on a style that is similar to the one to be created then click **New**. Enter the name of the new style in the **Name** field.

- **To edit an existing style**, click on the style then click **Edit,** or just double click on the style. To rename the style, enter the new name in the **Name** field.

- **To delete a style,** click on the style then click **Delete.**

- **To edit or delete more than one style at once,** use the **Ctrl** and **Shift** keys with the mouse to select multiple styles then click **Edit** or **Delete**. This technique can be very useful for applying changes to all styles at once.

See the Lane Information Screen above for more information on the lane settings available in styles.

The **Setup Style Buttons** button on the **Styles** screen performs two functions:

It allows the most commonly used styles to be placed on one of the 8 style buttons in the **Main Tab** of the **Lane Information Screen.** Styles that are not placed on buttons are still available via a drop down list.

It also allows a default style to be selected for *Check In Single, Check In Pairs, and Check Out*. There is also a deault style that will be used when a new CDE league customer is created. See Customers ▸ CDE Tab.

While many options do not apply to a lane that is checked-out, the Check-Out style can be used to show a message, or an image, or to switch the monitors to TV.

Note that if both TS2/TS3 and non TS2/TS3 (or legacy) scoring is connected, options that apply to ***either*** type of scoring will appear in the styles screen. Some of these options may not apply to ***both*** types.

6.1.6. Intercom

The Intercom button will bring up the Intercom screen, allowing the user to talk to the bowlers on a lane.

The Intercom screen is also available by clicking on the symbol that will appear on a lane whenever a bowler pushes their **CALL** button.

Once the Intercom screen is closed, the connection to the lane is closed. However the Intercom screen can be left open and will float on top of Touch Desk, so that Touch Desk can still be used while talking to the bowler.

To talk to a lane, simply enter the lane number and click **CALL**.

Once the conversation is over, click **Hang-Up** to disconnect then select another lane, or just click **Close** if finished with all the lanes.

The Intercom screen will also display a list of all lanes that have pressed their **CALL** button. The list is in the order that the calls were received by Touch Desk. Double click on a lane in the list to connect.

Touch Desk will also play a ringing sound while there are calls waiting.

The Intercom is only available with Brunswick AS series or Frameworx scoring.

6.2. Lockers

The Lockers screen is used to track the rental of lockers to customers.

To setup lockers, see Admin ▸ System Setup ▸ Lockers Tab.

To enable access to the lockers screen for each sale area, see Admin ▸ Setup Areas ▸ Lockers Tab.

To setup items for sale that can be used for locker rentals or deposits, see Admin ▸ Setup Items ▸ Lockers.

An important consideration when setting up the locker system, is to decide whether users will be allowed to enter the due date themselves, or whether the due date is to be strictly controlled by the locker rental items that are sold.

To allow users to set the due date, set Admin ▸ System Setup ▸ Modify Due Date to a suitably low level, and set all Locker Items to No Change.

To enforce strict control of the due date, set Admin ▸ System Setup ▸ Modify Due Date to a high level or no-one, and setup the locker rental items to accurately record the rental period.

6.2.1. Locker Screen

The Locker screen displays a list of lockers. Lockers are arranged numerically in banks. For example, there could be lockers A1-A100, and B1-B50.

The status of each locker determines the colour of the locker entry, and is one of the following –

- **Free** (Green) – The locker is not currently rented and is available for rent.
- **Active** (Blue) – The locker has been rented by a customer.
- **Near Due** (Yellow) - The due date for expiry of the rental is near.
- **Due** (Orange) – The due date has arrived.
- **Over Due** (Red) - The due date has passed by a number of days.
- **Not Available** (Purple) – The locker is free, but is not available for rent. For example it may be damaged.

Due is the due date that the locker rental expires.

Sent indicates whether a reminder notice has been printed for this locker for the case of near-due, due or over-due lockers.

The **Show** buttons allow for the display of lockers with a given status only.

The sort arrows on the title bars at the top of the screen allow the lockers to be sorted by any column, up or down. For example, click the **Due** title bar to sort by due date. Click again to sort in the opposite direction.

The **CTRL** and **ALT** keys can be used to select multiple lockers in the normal Windows way. The **Select ALL** button selects all displayed lockers.

The **Modify** button is used to modify a locker, including assigning a customer to the locker, removing a customer from the locker, changing the due date and marking a locker as unavailable. You can modify multiple lockers by selecting multiple rows first, but you cannot modify both assigned (Active, Near-Due, Due or Over-Due) and unassigned (Free or Not Available) at the same time.

The **Locker Modify** screen also shows a history of all locker items that have been sold to the current locker customer, and any sales associated with this locker for any customer.

If the customer owes any money, it will be shown in the paid window on the **Locker Modify** screen adjacent the Status. Note that this is simply the customer's current cash balance, and the lack of it does not imply they have paid for any locker rental for this locker.

Move is used to move a customer from one locker to another. It can also be used to move blocks of lockers by selecting multiple lockers then clicking **Move**. The locker that the customer is being moved to must be free.

The number displayed on the locker button as below designates the number of lockers that are either Due or Near-Due and have not had their reminder notices printed, or are Over-Due (regardless of reminder).

6.2.2. Locker Tasks

Rent out a Locker

Renting out a locker involves assigning a customer to the locker, selling the necessary rental or key deposit items, and updating the due date on the locker.

To assign a customer to a locker, click on a free locker then click **Modify**, or just double click a free locker. The **Locker Modify** screen will appear.

The usual customer selection keys are available to choose a customer for the locker. However, as a rental sale is normally made at this time, just click **New Sale**. Select or create a new customer as usual, then sell the locker items as required. This may include a key deposit, and a rental period.

If the rental items have been setup to automatically adjust the due date, then nothing more is required. If the due date has not been adjusted by this sale, then the locker screen will reappear once the sale is complete. Adjust the due date as required using the short cut buttons provided, or enter it manually, then click OK.

Make additional rental sales.

To take an additional rental payment, thereby extending the due date, click on the locker then **Modify**, or just double click the locker.

Click **New Sale**, and sell the rental items.

If the rental items have been setup to automatically adjust the due date, then nothing more is required. If the due date has not been adjusted by this sale, then the locker screen will reappear once the sale is complete. Adjust the due date using the short cut buttons provided, or enter it manually, then click OK.

Note that all sales of locker items must be made using the **New Sale** button on the **Locker Modify** screen. This ensures that they are associated with the correct locker, and that any adjustments to the due date are made correctly.

End the rental

Usually the locker key would need to be returned and the deposit refunded before freeing the locker. Use the **New Sale** key to refund the deposit as usual.

Then to return the locker to **Free** status, simply remove the customer from the locker. **Modify** the locker and click **Remove Customer from Locker** or just set the customer drop down to **None**.

Customers can only be removed when the locker is Near-Due, Due, or Over-Due, unless the user's rights are higher than that set in Admin ▸ System Setup ▸ Modify Due Date

6.2.3. Locker Printing

The locker print button can be used to print locker reminder notices, or a list of the lockers.

To set up the text for the reminder notices, and which notices are enabled, see Admin ▸ System Setup ▸ Lockers Tab

The print functions provided are –

Print all reminders. This will print all reminders for all lockers that have not yet been printed (**Sent** = **No**). Once printed, **Sent** will be changed to **Yes.** When the locker status changes again, for example from **due** to **overdue**, then **Sent** is reset to **No** and the next reminder can be printed.

Re-print selected reminders. This will print reminders only for those lockers that have been selected, and will print regardless of the setting of the **Sent** field. This function is useful for reprinting lost or damaged reminders, or when there has been a problem with the printer.

Print displayed locker list. This function will print a list of lockers as they are currently displayed. Therefore the **Show** buttons and the sort headers can be used to determine which lockers are printed and the order in which they are printed.

Print selected locker list. This button will prints a list of the currently selected lockers, in the order they appear on screen.

6.3. Tables

Each area can contain “tables”, and customers can be assigned to these tables. The generic term “table” is used, although it may be used for a wide variety of things. See Admin ▸ Setup Areas ▸ Tables to setup tables for an area.

Some examples of “tables” are restaurant tables, pool tables, tennis courts, etc. Basically anything that a customer can be assigned to, or that a customer can occupy for a limited time is regarded as a “table”.

For some areas, Tables can be just a convenient place to park customers with tabs, so that it is easy to see at a glance which customers in this area owe money.

Optional hardware allows Touch Desk to control the power to the table.

The **Tables** screen functions in a similar way to the **Lanes** screen.

Each table is represented by an icon as below:

- A bright table indicates that the table power is on, a dark table means it is off.
- **34** is the table number.
- **3** is the number of people assigned to the table.

- **John** is the main customer.
- **10:19** is the time the table was checked in
- **$15.00** is the amount owed by the entire tabling, including John and any others assigned to this table. The customer name and the amount owing will flash in orange if any money is owing.
- **0:08** is the elapsed time since the table was checked in.

  For tables that are hired by time, this will show either –
  - **The time remaining in green**
  - **The time overdue in red.**
  - **When the time remaining or overdue is zero, the colour will be orange.**

  The colour of the whole icon will change to match this colour.
- The small table symbol shows that there is a previous table customer that has not yet been checked out.

The number on the Tables button as below, indicates the number of tables that either owe money, have exceeded their paid time, or have a previous customer waiting to be checked out. Only tables belonging to the same area as the terminal are counted.

6.3.1. Selecting a Table

Before any action can be taken on a table, the table must be selected.

- **To select a single table** click anywhere on the table icon.
- **To clear all selected tables**, click anywhere outside the table icons, or click **None.**

- **To select all tables** click **All**.

- **To select a range of tables**, click the first table then the last table in the range.

- **To select all tables being used by a particular customer**, click on any table for this customer, then click **Customer**.
- **To select a table using a customers card**, simply scan or swipe the card through the card reader.

- **To select multiple tables**, use the **And** and **Thru** buttons. For example, to select tables 1,2,3,4,7,8,9,10 click on:

  1 Thru 4 And 7 Thru 10

  The **CTRL** and **SHIFT** keys can also be used to select multiple tables in the normal windows fashion. For example, to select the above range use:

  1 Shift-Click-4 Ctrl-Click-7 Shift-Click-10

- **Double clicking** on a table is a short cut to check the table in, or modify it if already checked in.

6.3.2. Table Actions

Once one or more tables have been selected, the following table actions are available:

- **Check In** – turn a table on and assign a customer to it

- **Check Out** – turn a table off at the end of the session

- **Modify** – Modify a table, including adding or removing customers.

- **Previous** – access the previous customer from a table to perform a delayed checkout, or just to view the previous customer's details.

- **Move/Restore** – Move customers from one table to another, or restore a table that has been accidentally checked out.

Some of these functions will not be available, depending upon the tables selected. For example, if tables from different customers are selected, the Check Out function is not available.

Clicking on **Check In, Check Out**, **Modify or Previous** will bring up the **Table Information Screen**. This screen contains all the various table options and settings, as well as the current table status. It is essentially the same screen for all four actions, although some parts may be disabled for some actions. See the Table Information Screen below for details.

6.3.2.1. Check-In

Check-In is used to turn on a table and assign a main customer to it.

Each checked in table requires a main customer. A customer can be selected from the drop down list, or if left blank, a new customer will be created.

See Basic Operation ▸ Working with Customers for details on how to select a customer.

6.3.2.2. Check Out

Once the customer leaves the table, the table must be Checked-Out.

Once Checked-Out, the table is ready for another customer to Check-In.

The **Turn Off now, (Check Out Later)** button allows a table to be turned off, and therefore ready for use by another customer, without the first customer being Checked-Out. This can be useful when a customer who has finished using a table has not yet settled their tab, yet a new customer is waiting to use the table. A small table icon will flash to indicate that a previous customer has not yet checked out.

To Check-Out the previous customer, select the table and click **Previous**.

There can be only one previous customer not checked out on any one table.

A group of tables can only be checked out together if they belong to the same customer.

6.3.2.3. Modify

Modify is used to change any of the tables settings, or to add or delete customers from the table at any time.

The **Modify** screen can also be used just to view the current settings and status.

6.3.2.4. Previous

Previous is used to view the previous customer on a table.

It is also used to check-out the previous customer in the case where the table has been turned off but not checked out. See Check-Out above. The Check Out button will only be enabled if the previous customer on all the selected tables is the same, and the tables have not been checked out

Note that there is only one previous customer. If that customer has not been checked out, subsequent previous customers cannot be accessed.

For example, say Customer A has been turned off but not checked out. Customer B now occupies the table, and is then checked out. Customer C then checks in.

Although Customer B is the previous customer, he can no longer be accessed, as Customer A is still occupying the “previous” screen.

6.3.2.5. Move/Restore

The **Move/Restore** button is used to move an entire table of customers to a different table, or to restore a table that has been accidentally checked out.

To move a group of customers to a lane, see Working with customers ▸ Moving Customers.

To move a single customer within a table booking, see Table Information Screen ▸ Other Customers Tab.

To **Move** an entire table of customers to a different table, click on the table to be moved, click **Move**, then enter the table that the customers are to be moved to.

Multiple tables will be transferred in the same pattern as the source tables. For example, to move 1-4 to 9-12, click on **1 4 Move/Restore** and enter **9**.

The tables being moved **TO** must be checked out.

The tables being moved **FROM** may be either -

- **Checked In,** in which case it will be automatically checked out after the move.

- **Already Checked Out,** in which case the information from the previous customer on this lane will be used.

Therefore, if a table is accidentally checked out, it can be checked back in by **Restoring** it to itself. For example, if tables 1-10 are accidentally checked out, click **1 10 Restore** and enter **1**. All 10 tables will be restored.

6.3.3. Table Information Screen

The **Table Information Screen** is used for configuring the tables during **Check In**, **Check Out** or **Modify**.

The **Apply** button can be used when modifying a table to apply the changes without closing the **Table Information Screen**.

Some of the options listed below may not be available for all types of tables

6.3.3.1. Main Tab

Number of People. The number of people using the table can be entered here. It is then displayed on the Table Icon for the user's information. It does not necessarily reflect the number of customers entered on the **Other Customer** screen, although it will be automatically set to be at least the number entered there.

When checking in multiple tables, the number of people entered here will be divided equally amongst the tables.

Auto Checkout. If set, the table will automatically check out when all customers have settled their bill. For new tables or bookings, the default value for Auto Checkout is set in Admin ▸ Areas ▸ Table Tab ▸ Auto Check Out.

Power Control Off/On. For tables with Power Control enabled, these two buttons control the power to the table. By default, power is turned on at check-in, and off at check-out.

Auto Turn Off. For tables with Power Control and Pay By Time enabled, Auto Turn Off will turn off power to the table when the purchased time has expired. If the customer does not owe any money, and **Auto Checkout** is also enabled, the table will also check out at this time.

Started. The time the table was checked in.

Time On. The time that has elapsed since the table was checked in.

Purchased. For Pay By Time tables, enter the amount of time purchased here. The amount of time remaining and/or overdue can then be correctly displayed.

Unlike bowling, the amount of time purchased for tables is not automatically calculated from the purchased items, but must be entered manually.

When checking in multiple tables, the amount purchased will be divided amongst the tables. For example, if a customer hires two pool tables for 1 hour each, enter 2 hours (the total amount purchased) when checking in both tables together.

Remaining/Overtime. For Pay By Time tables this will show the amount of time remaining or overdue.

When viewing multiple tables, the amounts for each table will be added together.

To Pay is the total amount owing for all customers, including the main customer, on this table or tables.

Customer. This shows the name of the main customer that is on this table. See Working with Customers ▸ Customers and Tables .

6.3.3.2. Other Customers Tab

In addition to the main customer, up to ten other customers can be associated with this table. This allows a group of customers to have separate tabs or bills, although occupying the same table.

Note that while it is possible to split a bill at check out, or to combine bills from multiple customers, it is easier if separate customers are set up at check-in for each person that is paying separately.

This screen will appear slightly differently when Checking-Out, than when Checking-In or Modifying.

For Check In or Modify -

To add a new customer – double click on an empty name, or click the link button and choose a customer as usual

To remove a customer – click on the customer then click **Delete**. Note that if the customer owes money, the user must have Check Out a Table Customer Owing Money privilege, unless the customer is already checked in elsewhere.

To move a customer to another table within the same table booking - click on the customer, then **Move** and enter the new table number.

To move a customer within the same table - simply drag the customer's name to the correct position.

To ring up a sale for a customer – click on the **New Sale** button. If a customer has not yet been assigned for this position, the **New Customer** screen will appear. The **Sales** screen will then be opened with this customer pre-selected.

See Working with Customers for more information.

For Check Out –

The screen displays a list of all customers from the selected lanes, including the main customer, and the amounts they owe.

It is not possible to add or remove customers from the check out screen. Use **Modify** instead.

To ring up a sale or pay out a bill for a customer, click **New Sale**.

To assign other customer's bills to this customer before paying out, click on **Include** next to the other customers, then **New Sale**. This is the simplest way to combine bills.

To combine all bills into one and charge this to the table's main customer, use the **New Sale** button adjacent to the total.

Note that when assigning one customer's bill to another, the Transfer Customer field on the **Sales** screen is used. See Sales ▸ Combining Bills for more information.

To split a bill for a table customer, see Sales ▸ Splitting a Bill

6.4. Sales

The **Sales** screen is used to record a sale. The basic procedure is:

- Click **Clear** to clear the screen ready for a new sale and to ensure the **Items** screen is displayed.
- Click on the item or items to be sold.
- Click on the customer who is buying the items (only required for bowling or account sales).
- Click **OK** once to bring up the **Payments** screen. This will also display the total sale amount on the customer pole display.
- Collect payment from the customer, changing the default amounts for each payment type as needed.
- Click **OK** again to complete the sale. The colour of the screen will change to show that this sale has been recorded and cannot be changed. The cash drawer will open. Enter the amount tendered to calculate any change owing.

The **Show Payments** and **Show Items** buttons can be used to change between the **Payments** and **Items** screens.

Sales do not need to be fully paid. Customers with a sufficient credit limit can purchase items and delay payment until a later time.

Customer sales that have not been fully paid are grouped together to form a bill. The customer's current bill is displayed in the customer summary window in the upper left corner of the **Sales Screen**

See the following sections for more information.

6.4.1. Working with Shifts

A shift must be opened before any sales can take place.

A shift is simply a period over which all sales are totalled, and amounts paid such as cash are counted.

While a shift can be over any period, it normally coincides with the shifts actually worked by staff. A particular user on each shift can be designated as the Shift Supervisor and be responsible for starting and completing shifts.

Use the **Shifts** button on the **Sales Screen** to open or close shifts.

The steps for each shift are:

- **Open the shift**. A shift must be open before any sales can take place. Only one shift can be open at a time. The shift is given today's date and a number. For example, 10/10/2007 Shift 1.

- **Close the Shift**. Once a shift is closed, no further sales can be added to it. However another shift can be opened immediately to allow sales to take place, even before the first shift has been finalized. The most convenient way to handle shift changeovers is to have two cash trays, and exchange them at the time of shift changeover. Sales can then continue for the second shift, while the cash from the first shift is counted and entered.

- **Enter Banking**. Banking involves counting the various types of payments and entering the amount counted.

  Banking usually takes place after the shift is closed, but interim amounts can be entered during a shift. For example, if the cash draw is full of cash mid shift, an amount might be removed, counted and entered as banking. After the shift is closed, the remainder can be counted and entered.

There are two different methods for entering cash banking, based on whether or not the initial float (cash in the drawer at the start of the shift) is to be included in the banking or whether it is to be separated and re-used for the next shift.

- **Float included in banking**. At the start of the shift, enter the initial float as a negative banking amount. For example if $200 is placed in the drawer, enter -200.00. At the close of shift, remove the entire amount from the drawer, count it and enter the entire amount as banking.
- **Float NOT included in banking**. Do not enter any banking at the start of the shift. At the close of shift, remove all cash from the drawer, but then replace the initial float back in the drawer and count only the remainder. Enter this remainder amount as the banking.

When entering banking, remember that positive amounts are removed from the drawer, negative amounts are added to the drawer.

Each payment type can be setup to either require counting, or not require counting. Types that do not require counting should NOT be counted or entered as banking. Any discrepancies in these amounts will not be found until the actual bank account is reconciled with Touch Desk reports or in a linked accounting package.

If a payment type is not available for selection in the banking screen, then check that it has been set to require counting in Setup ▸ Items.

If a payment type is only counted once a day rather than once a shift (for example: an EFTPOS machine that is reconciled daily) then enter the daily total from the machine's reconciliation report in the last shift of the day. Shift reports will show a discrepancy in the EFTPOS counted and expected, but the daily report will be correct. Likewise, if an EFTPOS machine is shared between more than one terminal, a report for each terminal may show a discrepancy, but reports over the whole centre will be correct.

When entering cash banking, a handy cash calculator is displayed allowing the quantity of each denomination of note and coin to be entered. You can also select whether the cash is being taken from the drawer or added to the

drawer. Touch Desk will compute the total amount, and will print the denominations when done. However these values are not saved and cannot be recalled later.

Cash banking can be entered as just a total as usual, without using the cash calculator.

Similarly, there is a calculator for use when entering other banking. This can be used to total cheques or EFTPOS slips or any other form of payment. A reference field is available for each amount and can be used for check numbers or payees for example.

A banking slip will be printed showing this information whenever the calculator is used. This information is not saved however.

Banking can also be entered on a per user basis for cases when each use is responsible for their own cash takings, rather than sharing a single cash drawer. See Banking by User for more information.

- **Enter Banking by User**. Use this when Banking By User mode is enabled to enter each user's banking.

- **Close Card Batch.** This command is used to close the batch on a linked card payment terminal (EFTPOS), and can also be used to automatically enter the daily totals from the terminal as banking.

  See EFTPOS Sale Screen ▸ Closing the Batch for more information.

  When using the **Close Card Batch** command, Touch Desk will search for an appropriate EFTPOS Payment item to use to record the banking. The following item names are required –
  - Credit
  - Debit
  - Check
  - EBT
  - Gift
  - Loyalty

  If the appropriate item does not exist, "Other" will be used. If "Other" does not exist, then the first EFTPOS Payment item found will be used. If none are found, the banking will not be entered and an error message will appear. See also Setup ▸ Items ▸ EFTPOS Items

Note that there is no guarantee that all the transactions reported by the card terminal will actually settle. Your payment provider will provide the necessary reports and tools to manage settlement. This is outside the scope of Touch Desk.

Generally all pre-auth transactions should be captured by the end of the shift. For this reason, Touch Desk will warn if any customers have outstanding pre-auths. If allowed, you will have the option of either cancelling the close of the batch and viewing these customers, or just proceeding anyway. See Admin ▸ Terminals ▸ Close with Pre-auth and EFTPOS Sales ▸ Pre-Authorisation

If the batch close should fail, Touch Desk will prompt to attempt to force the batch closed. Forcing a batch may result in the batch closing even though there are some problems with the batch. Use the tools provided by your payment processor to resolve these problems, as they are outside of the scope of Touch Desk. Also, some payment processors may not support the Force Batch Close command, and the banking totals may not be entered automatically.

If the batch closed successfully, and the credit items are set for **Count before Banking**, then a batch report can be printed. This report is a simple print of the banking transaction, showing the amounts recorded as banking for this batch. For a comparison with the actual sales, see the usual end of shift report.

- **Finalize Shift**. Once banking has been entered, the shift is finalized. If Auto Print Shift Reports are enabled, a report will be generated. This will show any shortfalls in cash or other payments. Once finalized, no further changes of any type can be made to the shift.

Normally it is desirable that the person closing the shift and counting the cash does not know the amount of cash that should be present prior to finalizing the shift. To achieve this, this user's level should be set lower than that required to run POS Reports.

The **Reprint Last End-of-Shift Report** button on the **Shifts** window allows the last end of shift report to be printed again, even if the user does not have

the required level to run POS Reports. This allows for the case where the printer jams, or runs out of paper, etc.

Generally shifts are open and closed at each terminal; however it is possible to Open/Close/Bank or Finalize a shift on a different terminal. If the user's level allows this, they will be prompted for the required terminal prior to entering the Shifts screen.

Once open, a shift can continue past midnight. Any sales made for this shift will be counted in the previous days takings, as this was when the shift was opened. To have these sales counted as part of the new days takings, it is necessary to close the shift, and open a new shift after midnight.

Shifts are normally finalized before the next shift is closed. All shifts, *even empty shifts*, must be finalized. To prevent errors, Touch Desk can enforce this to occur. See Admin ▸ System ▸ Sales ▸ Prevent Shift Close if previous shift not finalized.

A shift can normally only be opened for the current day, however there are some special cases where it may be desirable to open a shift for either yesterday or tomorrow instead, as detailed below. See also Amending Daily Totals.

Open a shift for Yesterday. When opening a shift prior to 3:59AM, Touch Desk will give the option to add a shift to the previous day, rather than create shift 1 for the new day. This allows an extra shift to be added at the end of a nights trading to cater for any late check outs or corrections, without affecting the following day. This extra shift must be closed, banking counted, and finalized just like any other shift. Alternatively, a new shift can be opened as usual for the following day, and these last minute sales will then be counted with the new day's takings.

Open a shift for Tomorrow. When opening a shift after 8:00PM, and a shift for today already exists, Touch Desk will give the option to open a new shift for tomorrow, rather than adding an additional shift to today. This option is useful for handling last minute sales after the day's shift has been closed. Note that these sales will then be counted as part of tomorrows taking's, not today's, but this is often preferable to having to do another banking count and shift finalizing procedure just for a small amount.

6.4.1.1. Banking by User

The Point of Sale system can be setup such that each user is responsible for their own cash takings. This cash is kept separate rather than being deposited in the common cash drawer. At the end of the shift, separate banking amounts must be entered for each user.

To enable this mode of operation, set **Enable User Banking** in Admin ▸ Terminals ▸ General. Also make sure that the cash item is set to require counting in Setup ▸ Items.

Touch Desk then supports up to 2 automatic cash drawers which can be assigned for use by 2 users. Each drawer will only open when that user is logged in and makes a sale.

Alternatively, cash takings can be kept by each user in any form of manual drawer or pouch that is not controlled by Touch Desk. For example, a number of serving personnel could use a single Touch Desk as a Server's Terminal to take orders and make sales, but keep the cash on them until the end of their shift.

Shifts still need to be opened, closed and finalized as usual, but the **User Banking Screen** can be used to –

At the start of a shift -

- Assign a cash drawer
- Enter an opening float

At the end of the shift -

- Pay out tips
- Print a Sales Report showing cash owing.
- Enter the amount of cash banked.
- Free the cash drawer for use by others.

The **User Banking Screen** can be accessed either from the **Shifts Screen**, or directly from the **Shifts** button on the **Sales** screen for those without access to the **Shifts Screen**.

Two user rights control access to the **User Banking Screen** - Enter Own User Banking and Enter Other's User Banking rights. Entering banking for others

also requires access to the Open/Close Shifts screen, as this can only be done via the **User Banking** buttons on that screen.

There are two typical scenarios for setting up user rights. If a manager or higher level user is on-site to open and close shifts, then only they would have access to the **Open/Close Shift Screen** and **Other's User Banking**. The users themselves could then be optionally given the rights to enter their own banking (Enter Own User Banking), or that task could be assigned to the manager or supervisor.

If a manager or supervisor is not on site to open and close shifts, then that right must be given to the users themselves. However they can be barred from accessing any other user's **User Banking** screen other than their own, by denying them Enter Other's User Banking rights.

The **User Banking** screen is similar to the normal banking screen, but shows the following amounts -

Cash Recorded – Cash payments (sales) recorded by this user.
Cash Already Banked – Cash already banked for this user. If negative, this represents a float given to the user to start their shift.
Tip Balance – When the Tip account is setup as a customer trust fund, then this is the user's current balance of this trust fund. This amount represents the tips owing to this user, and can carry over from one shift to another if not paid out.
Misc Tips – This is the amount of tips collected during this shift by this user, where the tip was not assigned to any specific user. It represents the amount of tips owing to this user. This amount does not carry over to subsequent shifts, even if not paid out.
Required Banking – This is the amount of cash to be collected from the user allowing for any tip payouts. It is equal to cash recorded, less already banked, less tips.
New Banking – The amount of cash collected from the user now, as per the banking calculator.
Still to be Banked – Any amounts not yet collected from the user. A warning screen will appear if this amount is not 0 when **OK** is clicked.
Assigned Cash Drawer – This user can be assigned either of the two cash drawers. This only applies when 2 automatic cash drawers have been set up (drawer type NOT set to **Manual** or **None** in Admin ▸ Setup Terminals ▸ Cash Drawer). Once assigned, only persons with access to this user's banking screen can free the drawer for use by others. So it is important that a user doesn't leave the premises without freeing their

drawer. However, anyone with Enter Other's User Banking rights can free the drawer for others, all drawers are freed at the start of a new shift, and the banking screen prompts to free the drawer whenever an amount is banked.

Clicking either of the two **Tip Payout** boxes will deduct the amount of the tips from the cash required to be collected from the user. When **OK** is clicked and the banking recorded, then these tip payouts will also be automatically recorded. Note that the tip amounts include tips collected by other tender types, such as EFTPOS, credit card or cheques.

The banking screen can also be used to give each user a cash float to start the shift, in the same way as it can to fill a normal cash drawer, by entering a negative amount of banking.

A printout of the user's own sales is available on the **User Banking** screen. Upon completion of the banking, a banking slip will be printed showing details of the cash collected and the tips paid out.

The **User Summary** and individual sales report (Detailed, filtered by User) are also available in the Admin ▸ POS Reports screen. The **Cash Reconciliation** section of these reports includes the amounts detailed above, and the total to be collected if all tips are paid out.

Note that this method of operation (Banking by User) requires that all transactions affecting the cash held by the user are performed by the user themselves. For example, if the user or server needs to enter a refund, and does not have sufficient rights to do so, then they would require a higher level user to do the transaction for them. This transaction would then not be included in the server's cash reconciliation as it was not performed by them.

6.4.1.2. Amending Daily Totals

It may occasionally be necessary to make amendments to the daily totals for previous days.

For example, say the banking was accidentally entered wrongly, and this is not discovered for several days. Unless this error is corrected, income reports will show the wrong amount.

Note that minor errors can be dealt with later, for example when reconciling the bank account in Quickbooks or elsewhere, and written off as miscellaneous adjustments. Only significant errors that affect the validity of the income reports within Touch Desk need to be corrected by amending the daily totals.

There are two ways to amend daily totals – either open an additional shift for that day at the appropriate terminal, or modify the original shift from the Back Office terminal.

For both methods, the following points apply –

- Existing transactions can never be altered. You need to ring up new transactions to correct any mistakes. For example, if banking of $550 was accidentally entered as $450, enter $100 additional banking in the new shift, not $550. To "remove" a transaction, enter the opposite. For example, if an extra 100 games were accidentally rung up, then ring up negative 100 of the same game type.
- The date of the new transaction is always the current date, and any reports which search based on the transaction date will not include this new transaction in the original shift. However, reports based on the shift date will include this new transaction.
- Where these transactions change a customer's balance, or a stock on-hand count for an item, then the change will be shown in reports as occurring on the current date; NOT the date of the shift being amended.
- As these new transactions are only correcting errors, no new payments should ever be collected and put in the cash drawer or refunded from the cash drawer.

6.4.1.2.1. Opening an additional Shift.

To open an additional shift, attempt to open a new shift as usual at the appropriate terminal, but click **NO** when prompted with today's date. Select the previous date to be amended and click **OK**. An additional shift for that day will be opened and can be operated as usual; sales can be rung up and additional banking entered. The shift must be closed and finalized like any other shift.

Note the following points -

- Make sure this shift is only used for amending the previous day, do not ring up any sales that take place today!
- A shift can only be opened for dates within the last 30 days.

- Only the most senior users should have access to this function. See Setup System ▸ Sales ▸ Open Shifts for Amending Past Dates

6.4.1.2.2. Amending a shift from the back office.

The sales screen on the Back Office terminal can be used to add transactions to a shift, even if that shift has been closed.

The sales screen will prompt for the terminal, shift number and date to be amended. After the transaction is complete, you will be asked to confirm that you wish to add the transaction to the appropriate shift.

Note the following points –

- This function is intended for fixing errors only; do not use it to ring up normal transactions for the currently opened shift.
- Amending a shift renders any previous shift report invalid. Therefore use this function with extreme caution.
- POS Reports for shifts that have been amended will show the time and date they were amended and by whom. If they were amended multiple times, only the last time will be shown. View the transactions to see all the amendments.
- Only the most senior users should be able to access this function. See Admin ▸ Sales Areas ▸ Sales ▸ View Sales Screen to limit access to the sales screen in the Back Office. Once in the Sales Screen, the usual user levels required for each function are the same as if the user was at the appropriate terminal that is being amended.
- If a shift that has already been closed is amended, then a new export file will automatically be created. The export folder set up for the back office terminal should reference the same shared folder as that for the original terminal. If the file has already been imported into QuickBooks, it will need to be imported again.

6.4.2. Ringing up items

- **To ring up a single item**, simply click on the item.

- **To ring up more than one of the same item**, enter the quantity first then click on the item, or simply click on the item a number of times.

- **To ring up an item with a scan code**, either scan the item's barcode, or enter the code in the **Description** box and press the **ENTER KEY** or click **OK**.

- **To change the quantity** after the item has been rung up, click on the **Qty** box and enter the new quantity.

- **To remove an item** from the sale, click on the line containing the item, then click **Clear Line.**

- **To insert an item** in the sale click on a line of the sale, then click on the item. The item will be added AFTER the line that was selected. This is useful for adding a modifier to an item after other items have been rung up. For example, if a hamburger and a sandwich have been rung up, and the customer decides no cheese on the hamburger, click on the hamburger then the **No Cheese** item. **No Cheese** will now appear after the hamburger, not at the end of the sale after the Sandwich.

There are several ways to change the price of an item:

- **Alter the actual price** by clicking on the **Each** box and typing in a new price.

- **Use a Discount item**. Click on a discount item in the **Items** screen. The discount will be applied to all items in the sale above the discount item. The amount of the discount can be changed by clicking on the **Each** box and entering a new discount.

- **Use a different Pricing Level.** The pricing level button is located on the right hand side of the **Items** screen, and is labelled with the name of the level currently in use. Click on the pricing level button to select a different pricing level BEFORE ringing up the item. A new level can be set for this sale only, or for all future sales until changed. See Admin ▸ Pricing Levels to setup a level.

- **Use a different Pricing Period.** The pricing period button is located on the right hand side of the **Items** screen. It is labelled with the name of any pricing periods that currently apply, or *Base Period* if none apply. Click on this button to select a different period.

Select **Auto** to choose which ever periods are current now. Current periods will be marked with an asterisk *****.

Any selections made here will affect the current sale only. The period will reset to **Auto** for the next sale.

See Admin ▸ Pricing Periods to setup a pricing period.

6.4.3. Selecting a customer

Any sale that is not fully paid for, or any sale that contains bowling must be assigned to a customer. For other sales, a customer may be entered but is not required.

Use the **Customer** window in the top left corner of the screen to select a customer for this sale. The drop down list contains a list of recently used customers.

The customer's current bill will be displayed. A "bill" is simply a collection of transactions or sales. Touch Desk will continue to add transactions to the current bill until the customer's balance owing , including games and bowling time, is zero. Subsequent transactions will be added to a new bill

The **From** buttons can be used to retrieve a customer from another screen. For example, to use the customer on lane 2, click on lane 2 in the **Lanes** screen, then **From Lanes** in the **Sales** screen.

To create a new customer, enter **None.** If a customer is required for this sale, a new one will be created and given the name *New Sale 00:00*, where 00:00 is the current time. The user will be able to enter a more descriptive name when the sale is completed.

It is important to check the Customer name for all sales, as Touch Desk may show the customer it expects to be used, which may not be correct.

For example, if the **Lane Modify** screen is displayed, then the user selects the **Sales** screen, Touch Desk will automatically default the sale customer to be the same as on the **Lane Modify** screen. This is a great time saver in many situations, but is not always correct. Click **Clear** or enter a new customer if the sale is not for this lane customer.

6.4.4. Entering Payments

The amounts paid by the customer must be entered in the **Payments** screen. Click **OK** or **Show Payments** from the **Items** screen to display the **Payments** screen

It is not necessary to ring-up any items to collect a payment. For example, to take a payment from a customer for a previous sale, enter the customer and payment details only.

Previous Balance is the amount owing by this customer for any previous sales. See the customer window for details

This Sale is the total of the current sale

Total Owing is the **Previous Balance** + **This Sale**

Rounding is the amount of cash rounding that has been applied, if applicable.

Cash is the amount of cash which is put into the cash draw. If this amount is negative, then cash should be taken out of the cash draw. If the Cash field is greyed out, then this terminal does not accept cash. See Admin ▸ Setup Terminals ▸ Cash Drawer.

Pay Later is the **Total Owing** minus all payments, and represents the amount the customer still owes at the end of the sale. Customers can only delay payment if they have a sufficient credit limit.

Payment Type and Amount boxes allow the user to select payment types as below.

- **EFTPOS** – payment collected by electronic funds transfer, usually via an external terminal. See Setup Items ▸ Item Types.
- **OTHER** – any other form of payment other than EFTPOS or Cash. For example, cheques. See Setup Items ▸ Item Types.
- **TRANSFER** – for transferring a payment from another customer.
- **CASH** – cash deposited in the cash drawer.

Payments may be split amongst these types, and the EFTPOS and OTHER types can be associated with various sub accounts.

Each of the buttons alongside each payment type can be used to bring the entire amount owing to that type and complete the sale.

Click OK at any time to complete the sale.

If any amount has been attributed to EFTPOS, the EFTPOS Sale screen will appear. Use this screen to add a tip to the sale, and to collect the EFTPOS amount via an EFTPOS terminal.

If any amount has been attributed to OTHER, the Other Sale screen will appear. Use this screen to add a tip to the sale, and as a reminder to collect the other tender from the customer.

If any amount has been attributed to Cash, the Cash Sale screen will appear. Use this screen to add a tip to the sale and collect the resulting amount of cash.

For sales with more than one tender type, a tip can only be entered in one of these screens.

6.4.5. EFTPOS Sale Screen

6.4.5.1. Basic Operation

EFTPOS payments include any payments that are to be made via an external card terminal

The terminal may be linked to Touch Desk, or it may require manual entry. To link a terminal to Touch Desk, see Admin ▸ Terminals ▸ EFTPOS ▸ Card Terminal.

IMPORTANT WARNING*! It is the user's responsibility to ensure all transactions made via a card terminal are in accordance with the payment processor and/or card issuer's regulations. As these regulations are outside the scope of Touch Desk, there may be cases where Touch Desk will allow a transaction that is in fact in violation of these regulations.*

Linked Sale

To perform an EFTPOS Sale on a linked system –

- Select the correct EFTPOS item on the payments screen, or just click EFTPOS if the correct item is already selected.For example, there may be different items for different card types.
- The EFTPOS Sale screen will appear. Enter any additional information such as the cash back amount or the tip amount.
- Select a card type from the list on the left hand side, or just click OK if the correct type is already selected. If your card terminal supports selecting the card type at the terminal, then you may click ANY.
- Complete the transaction at the card terminal, by inserting or swiping the customer's card.
- If approved, the EFTPOS screen will disappear and the transaction is complete.
- If declined, the screen will remain and an error message will be displayed. The operator can then either cancel or retry the operation.

For centres with multiple payment items for EFTPOS (such as Mastercard, Debit Card etc), Touch Desk will automatically select the correct item based on the card type returned by the card terminal. There is no need to manually select the correct item on the payments screen prior to clicking EFTPOS. See Admin ▸ Setup Items ▸ EFTPOS.

The message window on the EFTPOS Sale screen will display messages from the card terminal or payment processor. Contact your payment processor for details.

Manual Entry

To perform an EFTPOS Sale on a manual system –

- Select the correct EFTPOS item on the payments screen. For example, there may be different items for different card types, or just click EFTPOS if the correct item is already selected.
- The EFTPOS Sale screen will appear. Enter any additional information such as the cash back amount or the tip amount.
- Process the payment on the card terminal, entering the amounts as shown on the Touch Desk screen. Take care to enter the correct amounts.
- Click either APPROVED if the transaction was approved, or DECLINED if it was not approved.

EFTPOS Printing

For manual systems, both the merchant's copy and the customer's receipt will be printed on the card terminal. The customer needs to be given both the EFTPOS receipt which includes card details, and the one from Touch Desk showing line items.

For linked systems, the customer needs only the Touch Desk receipt as this will include card details.

The merchant's copy for the customer to sign will be printed automatically either by the terminal (for terminals with a built in printer) or by Touch Desk (for terminals without a printer).

***Important Note** – It is the user's responsibility to ensure that a signature is collected when needed, and that the signature and other card details are checked in accordance with the card issuer's guidelines, and to take appropriate action if any of these checks fail even though the transaction may have already been approved. In cases where a signature is needed and Touch Desk does not automatically print a Merchant's Copy for signing, one can be printed manually as shown below.*

The **Print Sale** button can be used to manually re-print both the Merchant's Copy (which includes the draft for the customer to sign), and the Customer's Receipt should either fail to print correctly.

To automatically print a Customer's Receipt for every EFTPOS transaction, set the print option for each EFTPOS payment item in Setup ▸ Items ▸ Print Receipt.

Touch Desk will automatically print a Merchant's Copy of the receipt for the customer to sign in most cases. To always print a merchant copy, even when no signature is required, set Setup ▸ Terminals ▸ Always Print Merchant Copy. Note that the merchant copy will print regardless of the setting in Setup ▸ Items ▸ Print Receipt .

Card Holder Details.

Some transactions may require additional card holder information. For example, for card not present transactions, the CVV2 and the card holder's address or zip code may be required.

The card terminal will prompt for this information when needed. However for linked systems with PAX terminals, some of this information can be input using Touch Desk, as this is easier than using the terminal particularly for alphanumeric information such as a street address.

Note that this information is used to verify the identity of the customer. Therefore you should always ask the customer for this information; do not copy a street address from the database or another document for example.

Only non sensitive information can be entered in this way. Sensitive information such as the card number, expiry date, or CVV2 can only be entered at the terminal in order to maintain security.

6.4.5.2. Transaction Types

There are several transaction types supported by Touch Desk. Some of these may not be supported by your payment provider, or may have certain rules and restriction governing their use, or may not apply to certain card types. The following information is therefore generic only.

Sale is a normal sale that uses EFTPOS for payment. The following extra payments can also be included in a **Sale** -

- **Cash Back** is used when the customer is withdrawing cash from their account at the same time as making a purchase. Not all accounts will support cash back. Cash Back can be enabled for each terminal in Setup Terminals ▸ General ▸ Allow Cash Back.

  If a cash back amount has been entered, the **Cash Sale** screen will appear after the EFTPOS transaction is complete, showing the amount of cash to be handed to the customer (refunded) and the cash drawer will open.

- **Add Tip** is the amount of the tip that is to be added to the sale. An employee can optionally be selected to receive this tip. If the **Tip** field is greyed out, see Managing Tips to set up a Tip Item.

Void removes a previous sale that has been processed by the card terminal, but has not yet settled. **Void** is not available for debit cards, **Refund** will be used instead.

Refund (or **Return**) is a payment back into the customer's account that is not directly linked to any previous transaction.

For linked systems, Touch Desk will initiate a **Void** transaction whenever the **Void** button is used. Any other transaction that has a negative EFTPOS payment will be a **Refund**. If a **Void** transaction is declined by the terminal, for example if the transaction to be voided has already settled, then Touch Desk will give the option to perform a **Refund** instead.

For manual systems, it is up to the operator to choose **Void** or **Refund** at the card terminal.

Many systems will not allow **Void** or **Refunds** for transactions that include tips or cash back. In these cases, you can ring up the items to be refunded only (for example, ring up -3 games to refund 3 games) and refund that amount only, without the tip or cash back.

For linked systems with PAX terminals, the terminal may be setup to prompt for a Host Reference number when refunding credit cards. This feature can be turned off in the terminal setup if desired. Otherwise the operator will need to enter the original host reference number from the original sale that is being refunded.

For VeriFone terminals, the original transaction reference must be entered at the terminal.

Phone Order. For some linked systems, there will be a phone order check box on the EFTPOS Sale screen. Tick this box when taking a credit card phone order, such as a reservation. The terminal will prompt for the card number, expiry date and additional information such as the CVV2 code. If this check box is not present, then the terminal will allow inputting of this information on a normal sale without any additional settings from Touch Desk.

For linked systems that support adjustments, there is an **Add Tip** button on the Sales screen. This uses an **Adjust** transaction to add a tip to a sale that has already been processed. For example: when a restaurant customer adds a tip when signing the completed receipt. **Add Tip** is only available with Credit cards.

Use the **Prev Sale** button to find the sale that the tip is to be added to, then click **Add Tip**. A tip can only be added once. If the sale already has a tip, or was not an EFTPOS sale, this button will be greyed out.

See Admin ▸ Setup Terminals ▸ EFTPOS Tab to enable the Add Tip Button.

The **Add Tip** button is not available for manual systems. Instead, simply do not ring up the sale in Touch Desk until the signed docket has been returned. The tip can then be entered as part of the normal Sale process, rather than added later.

For systems or card types that do not support adjustments, use the **PREAUTH** + **PREAUTH Capture** transactions if a tip is expected.

Pre-Authorisation. A pre-authorise transaction is used to pre-authorise a sale on a credit card, without actually debiting the card. Generally a hold will be placed on the customer's account for the amount of the **PREAUTH.**

Sometime later, the **PREAUTH** is captured or completed, possibly for a different amount to the original transaction. The card is then debited for the new amount.

NOTE - If the **PREAUTH** is not completed or captured, then you will not receive any funds from the customer's account.

Pre-Auths are used for two purposes –

- **Tabs.** Pre-Auths can be used when opening a tab, to ensure the customer can pay. The default amount is set in Admin ▸ Setup Areas ▸ Sales ▸ Pre-Authorise. The customer's default credit limit will be increased by the pre-authorised amount. Do not ring up any sales items when opening a tab in this way.

- **Adding Tips.** Some payment providers may not support adding a tip using the **Add Tip** button. In these cases, use the **PREAUTH** button rather than the usual **EFTPOS** button to complete the sale. Once the signed draft is returned, use the **EFTPOS** button to make the final payment as usual, entering the extra tip as required.

For linked systems, the **Pre-Auth "**capture" occurs automatically whenever a **Sale** is attempted for a customer with a current **PREAUTH**. If this fails, Touch Desk will give the option to perform a new **Sale** transaction instead.

Note that this capture must occur at the same terminal that was used for the original pre-authorisation. Any attempt to make an EFTPOS sale to the same customer at a different terminal will generate a warning message.

For manual systems, it is the operator's responsibility to enter the correct transaction type and previous authorisation number at the card terminal to ensure the PREAUTH is captured.

The card is generally not required to capture a **PREAUTH**, nor is a signature usually necessary. However, for systems that use Touch Desk to print a draft for signing, a new draft will be printed if the new amount is larger than the original PREAUTH. Whether or not this draft must actually be signed will depend upon the payment processor or card issuer's rules.

Some payment providers allow unused **PREAUTHs** to be cleared at the terminal. For both manual and linked systems, this can be achieved at Touch Desk by ringing up a $0 sale to the pre-auth customer.

Other providers only allow a **PREAUTH** to be cleared by phone, or automatically after 48 hours or so. In these cases, the record in Touch Desk can also be cleared for each customer individually, see Customer ▸ Details ▸ Pre-Authorised, or for all customers automatically after a set time. See Admin ▸ System ▸ Sales ▸ Delete Pre-Authorisations.

PREAUTHS can generally not be captured once the terminal batch has been closed. Touch Desk will issue a warning if there are any open PREAUTHS for a terminal when attempting to close either a shift or the card terminal batch. See Admin ▸ Terminals ▸ Close with PREAUTH to prevent the batch or shift from closing when preauths are current

Forced Transaction.

For linked systems, whenever a **Sale** or a **Pre-auth Capture** fails, Touch Desk will prompt to try a forced transaction instead. A forced transaction usually requires the operator to contact the credit card company for an authorisation code. This code must be input at the terminal when prompted.

Partial Authorisations

For linked systems, a customer's card may be approved for a lower amount than the actual sale; for example if the customer does not have sufficient funds to cover the entire amount. If the transaction is completed anyway, Touch Desk will move the remainder of the amount owing to CASH. The drawer will open and the extra cash must be deposited.

If this is not suitable, for example the customer will supplement the payment some other way, then do NOT complete the transaction at the terminal. Cancel it then ring up the correct amounts of each payment type.

6.4.5.3. Closing the Batch

The card terminal will normally store all recorded transactions until the end of the day when the batch on the terminal is closed and the transactions are processed.

If the terminal is not linked to Touch Desk, then a daily report should be printed on the card terminal when the batch is closed, and the totals entered into Touch Desk as banking. The Touch Desk shift report will then show any discrepancies between Touch Desk's record of sales and that of the card terminal.

If banking is to be entered in this way, then the Items ▸ Count before Banking option must be **enabled** for all card payment items. If it is disabled, then no banking needs to be entered, but discrepancies will not be found until the actual bank account is reconciled outside of Touch Desk later.

For standalone terminals linked to Touch Desk (eg VeriFone) the same procedure should be used.

For terminals controlled by Touch Desk (eg PAX), then use either –

- **Automatic Batching**. Setup the terminal to automatically close the batch at a preset time each day.

  The Items ▸ Count before Banking option must be **disabled** for all credit card items, as actual banking amounts will not be entered.

- **Manual Batching**. Setup the terminal for manual batching and use the Close Card Batch button on the Shifts screen to close the batch at the end of the shift or day.

The Items ▸ Count before Banking option should generally be **enabled**, as the actual banking will be counted and entered automatically by the batch close function.

However it is possible to disable Items ▸ Count before Banking, and then the actual banking totals will not be used. This may be useful if the batch amounts do not relate to Touch Desk shifts or terminals. For example, if a card terminal is shared amongst touch desk terminals, or other uses.

If the batch closed successfully, and Items ▸ Count before Banking is enabled, then a batch report can be printed. This report is a simple print of the banking transaction, showing the amounts recorded as banking for this batch. For a comparison with the actual sales and the resultant variance, see the usual end of shift report.

This report can be reprinted at any time, the same as any other transaction, by using Admin ▸ Transactions

6.4.5.4. Running an EFTPOS Tab

Use this procedure to allow a customer to run a tab that is secured with a card.

- When the customer arrives, check them in to a table or lane as usual, using the **PRE-AUTH** button to ring up a sale. The customer will now have a credit limit equal to the pre-auth amount plus the default credit limit.
- Ring up subsequent sales to the customer using the pay later button.
- When the customer is ready to leave, print a bill using the SHORT BILL button. Both a merchant and a customer copy can be printed. Present both to the customer.
- The customer should sign the merchant copy, adding a tip if desired, and return it or leave it on the table.
- To close the tab, select the Customer or table then Payments, then EFTPOS.
- Complete the payment at the terminal, adding the tip if necessary.

If the customer has left without settling the tab, the procedure is basically the same. The terminal can generally be used to complete a pre-authorisation without the card being present or the final bill being signed. Contact your payment provider for details.

6.4.5.5. Table Service

Traditionally in restaurants, the bill is presented to the customer at the table, the customer places a card in the bill, the waiting staff retrieves the bill, processes the card at the POS, and returns the slip for signature at the table. Sometime later, this slip is signed and processed again at the POS, possibly with an added tip.

For manual systems –

- Use the SHORT BILL button and present the bill to the customer.
- Swipe their card and process the payment at the card terminal as usual.
- Once the signed draft is returned with the tip included, complete the process at the card terminal.
- Ring-up the payment at Touch Desk, using the final total and tip amounts.

For linked systems that support **Add Tip** –

- Present the customer with the bill using the SHORT BILL button
- Once the card is returned, use the EFTPOS button to complete the sale as usual and present the customer with the draft for siging.
- If the signed slip is returned with a tip, use the **Add Tip** button to add it to the sale, else nothing more needs to be done.

For linked systems that do not support **Add Tip** -

- Present the customer with the bill using the SHORT BILL button
- Once the card is returned, use the **PRE-AUTH** button to pre-authorise the sale only, and present the draft to the customer for signing.
- Once the signed slip is returned, use the **EFTPOS** button to complete the sale as usual, adding any tip as necessary.

Note that there are many differences between payment providers, card types and terminals, and not all options may be possible in all cases.

The process outlined above is becoming redundant, as newer card technologies no longer rely on signatures, but require a pin or the card to be waved over the terminal. In these cases, either a wireless terminal can be presented to the

customer at the table, or the customer must present at the register on exit, and enter the tip as part of the initial transaction.

6.4.5.6. Telephone Deposits

You can use Touch Desk to take deposits for a booking or a party via phone, using the customer's credit card.

Simply ring-up a deposit or sale for the customer as usual, then enter their card number directly into the card payment terminal rather than swiping.

Your terminal can be setup to prompt for additional information such as the CVV2 code on the back of the card, or the cardholder's zip code or full address to ensure that the card is valid. Contact you payment processor to setup these options.

Similarly, if a transaction requires voice authorisation, the authorisation code can be entered at the terminal, and the sale processed as normal at Touch Desk.

For linked systems with PAX terminals, the address and zip code can be entered at Touch Desk using the **Cardholder Details** button, as this is far easier than entering this information on the terminal's pin pad.

6.4.6. Other Sale Screen

The Other Sale screen appears whenever a sale containing OTHER payments is rung-up. Other payments include any payments that are not being made via the EFTPOS terminal, and are not cash. For example, checks.

Note that some card terminals can be used to accept checks by providing an address verification service.

Add Tip is the amount of the tip that is to be added to the sale. An employee can optionally be selected to receive this tip. If the **Tip** field is greyed out, see Managing Tips to set up a Tip Item.

Once the tip amounts have been entered, click OK to complete the sale or Cancel to return to the payments screen. Note that if an EFTPOS amount has

already been approved for this sale, the sale cannot be cancelled and will be completed.

6.4.7. Cash Sale Screen

The **Cash Sale** screen appears whenever a sale has been made that includes a cash payment or refund, and includes the following fields –

Add Tip is the amount of the tip that is to be added to the sale. An employee can optionally be selected to receive this tip. Use the **Keep Change** button to make the tip equal to the change that would normally be returned to the customer. If the **Tip** field is greyed out, see Managing Tips to set up a Tip Item.

Tendered is the cash actually handed over by the customer.

Change is the amount of change due to the customer.

The operator must make sure that the amount of cash collected or refunded matches that shown on this screen.

6.4.8. Printing a receipt or bill

Use the **Print Sale** button to print a receipt for the current transaction on the local printer, or any of the remote receipt printers.

Items can also be configured to automatically print a receipt whenever they are sold, and receipts can be directed to other printers. For example, when a food order is taken at the front counter, a copy can be printed at the snack bar. See Setup Printers to set up remote printing.

Payment Items can also be configured to print automatically. For example, so a receipt is printed every time an EFTPOS payment is made.

The **Print Bill** button is used to print a customer's entire bill, rather than just the current transaction. A "bill" is simply a collection of transactions or sales. Touch Desk will continue to add transactions to the current bill until the customer's balance owing, including games and bowling time, is zero. A new bill will then be created for any subsequent transactions.

The bottom of the bill will show the amount still to pay in dollars and cents. It will also show if there is any bowling owing or to be refunded –

- **Games Owing** or **Bowling Time Owing** means that the customer also owes for the amount of bowling shown, in addition to the dollar amount shown. Ring up this amount of bowling at the appropriate rate to convert it to a dollar amount before settling the bill.
- **Games Remaining** or **Bowling Time Remaining** means that the customer has bowling remaining. To refund this bowling, ring up a negative amount of bowling at the appropriate rate.

6.4.9. No Sale

The **No Sale** button allows the opening of the cash drawer without making a sale, in order to make change for customers.

In order for the **No Sale** button to be enabled –

- There must be a **No Sale Item** setup for this terminal. As well as defining an item for tracking this allows the **No Sale** button to be enabled on a terminal by terminal basis. See Setup Terminals ▸ General ▸ No Sale Item
- An automatic (not manual) cash drawer must be fitted. See Setup Terminal ▸ POS ▸ Cash Drawer Type.

The use of the **No Sale** button can be tracked in reports by tracking the **No Sale** item, the same as any other item.

The user level needed to use the **No Sale** button can be set by setting the required user level on the **No Sale Item** in the same way as any other item.

6.4.10. Exempting a sale from taxes

To view the tax break-up for a sale, or to exempt some taxes from the sale, click the button near the tax subtotal.

6.4.11. Placing Orders

When an item is not immediately available, such as food which must be prepared, you can either print a ticket (perhaps in the kitchen) for the item, or create an order in the Orders screen.

For setting up automatic creation of orders for specific items, see the Admin ▸ Items ▸ Order From.

To create an order without a sale, ring up the items and click the **Order Options** button then the **Order Only** button.

The ordering system can also print the order on a remote printer.

For more information on the orders system, see Orders.

If the ordering system is not being used, then you can simply print a docket remotely on a remote printer.

For setting up automatic printing of items on a remote printer, see Admin ▸ Items ▸ Print Receipt.

To manually print a docket to a remote printer, use the **Print** button, and select the appropriate location.

6.4.12. Assigning bowling

The **Bowling** window in the **Payments** screen is used to assign or transfer bowling from the current customer to another customer.

Previous Balance is the amount of bowling previously purchased by this customer, less any amounts that have been assigned to another customer, and less any amounts that have already been bowled and checked-out.

This Sale is any additional bowling purchased in this sale.

Bowled is the amount already bowled by this customer on lanes that have not yet been checked-out.

Remaining = **Previous Balance** + **This Sale - Bowled**.

To assign bowling to another customer, select the customer from the list. By default, the entire remaining balance will be transferred, but this amount can be changed.

The **Add Bowler to Lane** and **Add Bowler to Booking** buttons only appear after a sale is complete, and when either the Check-In or Modify screens are

open in t he Lane module, or the New or Modify Booking screen is open in the Booking module.

These buttons add the customer to the next available position on the lane or booking. If the lane or booking does not yet have a main customer, this customer becomes the main customer.

These buttons are simply a shortcut way of changing to the Lane or Booking screen and selecting a main customer, or linking a bowler position manually.

For more information, see Working with Customers ▸ Customers and Bowling.

6.4.13. Bowling Key

The **Bowling Key** is located at the top right of the **Sales** screen and is used to both display and automatically ring-up a customer's bowling. This bowling may be owing by the customer (**Pay**), or is to be refunded to the customer (**Refund**).

Clicking on the key will ring-up the amount of bowling shown. If the rate of bowling is not known or is ambiguous, or some bowling has already been rung up, the key will remain in the down position. In this case, click on the appropriate bowling rate first, then the additional frames or time rate if needed, and finally the shoe rate if needed. As long as the **Bowling Key** remains down, the quantities of each item will be adjusted automatically to match the amount bowled.

When there is no bowling owing or to be refunded, the **Bowling Key** displays "**No Bowling**".

By default, the Bowling Key will ring up the full amount of bowling owing or to be refunded. However that may not always be necessary in order to check out a lane. See System Setup ▸ Lanes ▸ Check Out Allowance

For CDE leagues, the amount shown is what will be owing if all currently entered bowlers bowl the full amount of games, rather than what has already actually been bowled. This allows for automatically ringing up the league before the league has finished bowling.

If the **Bowling Key** is **GREEN**, then the full amount of bowling has been rung up.

If the key is **ORANGE**, then the amount of bowling remaining or still owing is within the Check Out Allowance. There is no need to ring up any more bowling, although the exact amount may be rung up if desired.

If the **Bowling Key** is **RED**, then the bowling remaining or owing is outside the allowed limits, and more must be rung up for a successful check out.

The colours are the same that will appear on the **Check Out** key in the **Lanes Screen**.

When not checking out a lane, the **Bowling Key** will appear **BLUE** if *any* bowling is still owing or to be refunded.

The Bowling Key is a useful tool to ring up the default amount of bowling at the default rate, but other amounts may be rung up instead, or in addition to, the default.

For example, say the default rate is Adult bowling and 4 games have been bowled, three by adults and one by a child. By default 4 Adult and 4 Adult shoes have been rung-up. To change one to a child, click on the Child rate, then the Child Shoe and then click the **Bowling Key** again. This will deduct one of the adult games and an adult shoe, so that total amount of bowling (4 games + 4 shoes) is still correct.

When using the bowling key on a lane with mixed bowling rates, the rates automatically rung up may not be correct. This is because unless each bowler has been correctly assigned his or her rate, Touch Desk cannot determine what the rate for each frame should be. In all cases, the operator should check what has been rung-up and correct it if necessary.

6.4.14. Adding notes

The **Notes** box on the payments screen is used to add any text to a sale. This text will appear on receipts and in reports.

This feature has many uses, such as adding special instructions to a food order, for example: *extra sauce*, or a table number. It can be also be used to add explanatory notes when free bowling is issued, for example: *machine breakdown*.

6.4.15. Reviewing a Sale

The ◂ **Prev Sale** and **Next Sale** ▸ buttons near the centre of the screen allow the user to view the last 10 sales on this terminal.

To view sales earlier than this, or for other terminals, use Admin ▸ Point of Sale Reports or Admin ▸ Transactions.

To view all sales for a specific customer, use the Customers ▸ Sales Tab screen.

Once a sale has been completed, it cannot be changed or erased. Clicking **Clear** on a completed sale will not clear the sale; it will simply clear the screen ready for a new sale. See Reversing a Sale

6.4.16. Interrupting a Sale to make another Sale

The ◂ **Prev Sale** and **Next Sale** ▸ buttons can also be used to navigate between sales that have not been completed.

For example, if a sale has been entered but not completed, clicking the ▸ button allows the first sale to be interrupted to make another sale.

Click ◂ **Prev Sale** to return to the interrupted sale.

6.4.17. Reversing a Sale

Once a sale has been completed, it cannot be erased or modified in any way.

However it can be reversed by ringing up the inverse of the original sale.

The quantities of each item sold and any payments should be the negative of the original sale.

The **Void Sale** button will do this automatically for any recent sale that can be found by using the ◂ and ▸ buttons. For sales older than this, the reversed transaction must be rung up manually using negative quantities.

If the **Void Sale** button is greyed out, then either the current sale has already been voided, or the current sale is itself a void of another sale.

6.4.18. Showing Balance

Clicking the **Show Balance** button will display –

- the current balance for Trust Fund items.
- the current on-hand count for stock items.
- the latest cost of buying for stocked items, as long as the current user has permission to view cost prices.

Clicking **Show Prices** returns to the normal price display.

See Making an Adjustment for adjusting trust fund balances, stock counts and cost prices.

6.4.19. Making an Adjustment

Adjustments are used to alter the balance of a trust fund or a customer's account, or to alter the amount of stock on hand without making a sale. This is necessary to accurately reflect transactions that are made outside of Touch Desk and are not included in Touch Desk's banking.

Adjustments do not appear on any income reports, but will appear on trust fund statements, customer statements, and stock reports.

Adjustments are NOT exported to the accounting package, so they must be entered manually the same as any other transactions that are not part of Touch Desk's banking.

Adjustments can also be used to alter a customer's games or time bowling balance, for example to correct a league's balance that has been rung up wrongly in previous weeks.

Some examples are below.

Trust Fund Example -

A league prize fund may be setup for a league.

Each week, each bowler contributes to this prize fund. A combo key can be used to ring-up a sale consisting of the bowlers' game fees and the prize fund contribution.

At some time during the year, the bowling centre writes a cheque to purchase trophies. This cheque is to be funded from this prize fund.

In order for this cheque withdrawal to appear on a trust fund statement from Touch Desk, it must be entered into Touch Desk using **Adjust Only**. The appropriate league trust fund key is used to ring-up the amount of the cheque. As money is being withdrawn, the amount must be negative. Click **Adjust Only**, and **OK** to complete the transaction.

If Touch Desk's trust fund statements are not being used, there is no need to enter this cheque withdrawal in Touch Desk.

If Touch Desk is linked to an accounting package, the cheque must also be entered in the accounting package in the normal way.

Note that if cash is withdrawn from the till and used to purchase a trophy, then the **Adjust Only** key should **NOT** be used, as this payment **IS** included in Touch Desk's banking.

Stock Purchase Example -

When items are purchased for stock, the **Adjust Only** key is used to update the stock level within Touch Desk.

The number of items purchased, along with the purchase price should be rung-up. As items are being purchased, not sold, the number of items should be negative. Click **Adjust Only**, then **OK** to complete the transaction as normal.

Touch Desk will update the on-hand stock count for this item, and set the cost price to the price entered. Both the on-hand count and the cost price can be displayed in the **Items** screen, or on the **Sales** screen by clicking **Show Balance.**

Customer Account Example -

A customer who owes money can make payments in several ways. If they present cash, a cheque or a credit card at the counter, the payment can be rung-up through Touch Desk in the usual way.

But if the payment is not included in Touch Desk's banking, for example a direct deposit is made into the bowling centre's bank account, then the deposit must be rung up as an **Adjustment**.

Select the Customer and enter the amount paid in the **Cash/Total** field. Click **Adjustment Only** the **OK** to complete the transaction.

If an accounting package is being used, the deposit must also be entered into the accounting package in the usual way.

Note that separate amounts for cash and other payment types are not required for Adjustments, only a total is needed. This is because this amount is not actually being banked by Touch Desk.

6.4.20. Splitting a Bill

Sometimes it is necessary to split a bill so that each customer can pay separately.

To split a bill –

- Go to the **Sales** screen
- Click **Clear Screen** to ensure the screen is clear
- Select the customer with the original bill in the customer panel
- Click **Split Bill**. A list of items from the original bill will be displayed.
- Enter the amount of each item to split from the original bill then click OK.
- The selected items will then be automatically rung up for a new customer. Collect payment from the customer and complete the sale as normal.

In addition to the new sale, Touch Desk will remove the items from the original bill by creating a negative (or void) transaction for the original customer.

The following important points should be noted when splitting bills –

- The new sale should be to a new customer. Do not select the original customer for the new sale, or the split items will be put back on the original bill. For loyalty programs, this allows the paying customer to be

credited for the sale, even though the items were originally rung-up as part of the original sale.

- Any bowling (frames or time) contained in the split items is assigned back to the original customer. Do not make any changes to the assigned amounts displayed in the **Payments** screen.
- The **pricing level** and **pricing period** can be changed by selecting an appropriate level or period prior to clicking **Split Bill**. If both the level and the period are set to default, then the level, period and price used in the new sale will be the same as the original sale.
- If price changes for this item are allowed, then the price can also be changed in the new sale.
- Discounts applied to the original bill will be carried through to the new sale.
- Some tax and discount calculations may require rounding. Splitting a bill may therefore introduce rounding discrepancies and the final bill may differ from what is expected by a few cents.
- It is not possible to split every item from the bill. The last customer should simply settle the original bill once all other customers' items have been split.
- If the original bill was rung up as tax exempt, then each new sale must also be tax exempt. Splitting bills between tax exempt and non tax exempt customers should be avoided. Ring up these customers' purchases separately in the first instance.
- The user splitting the bill generally does not need the user level required for any pricing changes or discounts used in the original bill. For example, a user without permission to use the Staff Discount pricing level can still split a bill that has been rung-up using the Staff Discount level.
- Additional items may be added to the new sale if required, without affecting the split of the original bill.

6.4.21. Combining Bills

Bills for customers can be combined by transferring the amount owing from one customer to another.

To transfer an amount –

- Begin a new sale for the customer with the outstanding amount.

- Select the customer to whom this amount is to be transferred in the Transfer drop down box (just below the two Tender Type boxes)
- Click on the adjacent $ sign to transfer the entire amount owing, or enter the amount to be transferred.
- Click OK to complete the sale.

Note that it is also possible to transfer amounts in the other direction by entering a negative amount.

The transfer will be shown as a separate transaction, and not part of the initial sale.

When checking out Tables, use the **Include** check box to automatically combine several bills into a single payment.

6.4.22. Managing Tips

Tips can be collected at the time of sale, and deposited into the cash drawer, or included in a credit card or EFTPOS sale, then paid out to employees at a later time.

See Editing Items ▸ Trust Funds to set up a trust fund for storing tips, then Terminals ▸ Tip Item to select the appropriate trust fund for each terminal.

The tip item can be either a general trust fund, for pooling all tips together, or a customer trust fund to allow each tip to be allocated to an employee.

Even when pooling tips into a general trust fund, a different trust fund can be selected for each terminal. For example, one can be selected for the bowl and another for the cafe.

In order to allocate tips to individual employees, each employee must have an entry in the customer database, and the employee field on the details tab must be checked.

To collect a tip during a sale, enter the amount, and optionally the employee to receive the tip, when prompted at either the Cash Sale screen, or the EFTPOS sale screen. The tip amount will be added to the sale.

To collect a tip not associated with a sale, select the employee as the customer for the sale, click on the Tip item key, then collect the tip in the same way as any other trust fund deposit.

Tips are paid out in the same way as other trust funds. For example, for tips allocated to each employee, click on the Tip item, then the employee, then complete the sale as normal, removing the amount shown from the cash drawer.

The user level set for tip item withdrawals will be required to withdraw tips, with the exception that any user may withdraw their own tips.

6.5. Orders

The **Orders Screen** is used to display and manage orders placed by customers. These orders could be food orders for the kitchen, or orders placed through the pro-shop for bowling balls, shoes, etc.

Orders can be in one of the following states-

- **New** – order has been placed, but no action has been taken.
- **Processing** – work has started on the order. For a food order this might indicate someone is preparing the meal. For a pro-shop order it might indicate the order has been placed with the supplier.
- **Ready** – The order is ready for collection.
- **Collected** – The order has been collected by the customer
- **Later** – The order is not due to be delivered until a later time
- **Cancelled** – the order is no longer required.
- **Complete** – orders that have been collected and paid for are automatically assigned the **Complete** status. Orders for lane or table customers that have been collected are also assigned as **Complete** even if they haven't been paid for , as the lane or table is used to track payment.

Each individual line in the order can have a different status. For example, some items might be **Ready** while others have been **Collected**.

The **Orders Screen** is used to change the state of an order or an order line.

The Digital Signage system can be used to display a **Slave Order** screen, and a **Customer Order** screen.

The **Slave Order** screen is similar to the Touch Desk order screen, but is for display only. It is typically mounted overhead in the kitchen area in view of staff as they prepare meals.

The **Customer Order** screen is a customer facing screen used to notify the customers that their order is ready.

When an order is ready for a customer that is checked in to a lane, then an "Order #xx is ready" message can also be sent to the lane automatically.

Orders can be sent to a remote printer if a paper docket is required.

6.5.1. Setting up Orders

See Admin ▸ Setup Areas ▸ Orders Tab for general order settings that apply to each Sales area.

See Admin ▸ Setup Terminals ▸ Screen Tab for setting the number of columns displayed on the order screen.

See Digital Signage ▸ Orders for setting up **Slave** and **Customer** order displays.

See Lane Information Screen ▸ Display Tab ▸ Show Orders for enabling the display of the **Order Ready** message on the lane screens.

See Admin ▸ Items ▸ Order From to define which items should be "ordered".

6.5.2. Orders Screen

The Orders Screen displays the orders for each area.

Active orders are displayed first, with the most recent order at the top. Active orders are those with a status of **NEW**, **PROCESSING**, **READY**, **COLLECTED** or **LATER**.

In-active orders are displayed after active orders, and are always on a new page. In-active orders are those with a status of **LATER**, **CANCELLED** or **COMPLETE.**

LATER orders will automatically change to **NEW** at the due time, and will then appear with the active orders**.** The Master terminal for the area must be running for this to take place. See Admin ▸ Setup Terminals ▸ Master.

CANCELLED or **COMPLETED** orders are only shown if they have been changed within the last hour. This allows them to be selected and returned to another status in the case of accidental cancellation. **CANCELLED** or **COMPLETED** orders older than one hour are not displayed and cannot be recalled.

The number shown at the top left hand corner of each order is the last three digits of the transaction number. This will correspond to the large number printed on the customer's receipt, if enabled. See Admin ▸ Terminals ▸ Printers ▸ Large ID. If there is no sale associated with this order, then this number is blank.

The top of each order will also show the customer's name if entered, and their location if they are currently checked in to a lane or table.

If the customer area is yellow, then that indicates that the customer has not yet paid. Either the customer has a negative balance, or some items in the order were created without a sale and have not yet been rung-up.

The status of the entire order is shown by its colour, as per the status buttons on the right hand side. If any lines have a different status, then they will be shown in the appropriate colour.

The time in the top right hand corner is the either the minutes elapsed since the order was placed for recent orders, or the actual time it was placed for older orders. For **LATER** orders it is the time they are due.

The number shown on the Orders button as below is the number of active orders for the area to which the terminal belongs.

6.5.3. Creating an Order

Orders can only be created by ringing up the specified items in the **Sales** screen. The order is then automatically created when the sale is completed, or by using the Order Only button on the Order Details screen to create an order without completing the sale.

The items included in the order are in accordance with the Order From settings for each item in the sale.

Prior to completing the sale, the Order Details button can be used to view or change the order.

If the customer is paying later, for example when the order is collected, then use the **Later** button on the **Sales** screen as usual.

6.5.4. Order Details screen.

The **Order Details** screen is available from the **Sales** screen. It displays the order and allows some changes as follows –

Line Items. Each line item is displayed, along with the quantity to be ordered, the area to be ordered from, and if the line is to be ordered at all. These settings are initially determined by the Order From settings for each item as it is rung up. However any of these details can be changed as required. Note that the quantity to be ordered can never exceed the quantity sold.

Due Time. The order may be delayed by entering a new time for the order, or using the **Now**, **+10, +15, +30** or **+60 minutes** buttons. The status of a delayed order is set to **LATER** when it is created, whereas an immediate order is set to **NEW**. When changing from **NEW** to **LATER**, local items will change from not-ordered to ordered and vice versa.

When a delayed order becomes due, its status will automatically change to **NEW** and it will then appear in the active page of the orders screen. If order printing is enabled, it will also be automatically printed at this time.

Lane. A lane number can be entered so that an Order Ready message will appear at the lane when the order status is set to **READY**. Note that if this order is for a customer who is already on the lane, then it is not necessary to enter a number here. See Taking a Lane Order.

Order Only. Sometimes it may be desirable to simply create an order without any sale transaction at all. This can be achieved by ringing-up the desired items, then clicking the **Order Only** button. As there is no sale transaction, there is no 3 digit reference number to refer to the order. If the order appears on a lane or digital signage screen as ready, it will simply show as 000.

This function is rarely required, and therefore Admin ▸ Sales Areas ▸ Create Order without Sale is usually set to **NO ONE**.

Cancel Order. Cancels the entire order (un-ticks all line items)

6.5.5. Changing an Order's Status

To change the status of an order, for example from **New** to **Processing**, click on the order in the **Orders Screen**, then on the required status button on the right hand side.

It is not necessary to progress through all the steps, you can jump from one to another as required. For example from **New** straight to **Collected.**

To change a current order to **LATER**, use **Modify** as a time and/or date will also need to be entered.

All order lines will be brought to the same status as the order itself, unless the line is **CANCELLED**. To change the order status line by line, click on **Modify**.

6.5.6. Adding to an Order.

You can add to an existing order by first clicking on the order, then going to the Sales screen, and ringing up the new items. At the end of the sale you will be prompted to **Add to the existing order**. If you answer **No**, a new order will be created.

6.5.7. Deleting from an Order

If the order was created from a sale, then select the order, and then ring-up a negative quantity of items to refund the customer as usual. Then add this to the existing order as above. Both the initial sale and the refund will appear on the order, so that the staff preparing the order are aware of both the original order and the refund, in case preparation has begun.

If the order was created without a sale, **Modify** the order and either cancel the line, or set the quantity to 0.

6.5.8. Modifying an Order

To modify an order prior to it being created, or the sale completed, use the Order Details button on the **Sales** screen.

To modify an existing order, click on the order in the **Orders** screen and then **Modify**.

Modify allows you to –

- Change the status of an individual line
- Change the status of the entire order (click on the box where the status is displayed)
- Edit the notes
- Select an order customer if not already set
- Set a Lane Number to send **Order Ready** messages to.

If the order was not created from a sale, then you can also

- Change the quantity of any item

To add instructions for kitchen staff at the time of sale, use the **Notes** field on the **Payments** screen, as these notes are also attached to the order.

6.5.9. Collecting Payment

A yellow bar at the top of the order in the **Orders Screen** indicates that the order has not been fully paid for.

For more detailed information, click **Modify**. The **To Pay** box may show –

- An amount. This is the customer's current balance, and may include transactions outside of the order.
- A number of items. This is the number of items in the order that have not yet been rung-up
- "There is no sale for this order"

The last two will only appear when this order was created using the Order Only button, that is it was NOT created from a sale.

A warning will appear whenever the order status is changed if the order has not been fully paid for.

To collect payment when all items have already been rung-up, click on the order then go to the **Sales** screen. The customer will have been preselected and their balance will be waiting to be collected.

To ring up items for an **Order** that was created without a sale, use the **New Sale** button on the **Modify** screen. Any items not yet rung-up will appear in the sales screen. Any additional items added to the sale, will be added to the order also.

6.5.10. Taking a Lane Order

When taking an order for a person on a lane, then the order must be associated with that lane so that the **Order Ready** message will appear on the lane's screen.

If all orders are paid for up front, or the lane is running a single tab, then simply click on the lane prior to making the sale and thereby use the main lane customer for all sales and orders. As this lane customer is checked in to the lane, the **Order Ready** messages will automatically appear there.

However, if people on the lane are ordering and paying later either when they collect the order or when they leave, then there must be a separate customer record for each person. Unless this customer record is associated with the lane, then the **Order Ready** message will not appear at that lane.

To create a separate customer record for an individual bowler and make a sale to that customer, go to **Lanes ▸ Bowlers Tab** and click on the new sale button **($)** to the far right of the customer's name.

Alternatively, any order can be associated with any lane by entering an ad-hoc lane number in the Order Details screen or the **Orders ▸ Modify** screen. Note that this lane number is used only for sending **Order Ready** messages to the lane. This customer is not actually part of the lane, and therefore any money owing will not appear as part of the lane or prevent checkout. Nor will this customer move with the lane if it is transferred to a different lane or table, or checked out. The lane number will not appear on any receipts for this bowler. To keep the customer associated with the lane properly, use the **Lane ▸ Bowlers Tab** as described above.

Another use of the ad-hoc lane number would be for tables behind the lanes. Enter the lane number in front of where the customer is sitting and tell them to watch that screen for their order number. This is a cheaper alternative than running digital signage screens across the house to announce orders, and is

more convenient for the customer than watching a centralised screen at the snack bar.

Also note that in order for the message to appear on the lane's screen, then Admin ▸ Sales Areas ▸ Send to Lane and Lane Information Screen ▸ Display Tab ▸ Show Orders must be enabled.

6.5.11. Bar Orders with a Liquor Dispensing System

When a liquor dispensing system is in use in LOCKED MODE, then liquor sales at a specific terminal must agree with the liquor dispensed at that terminal.

However, the ordering system can be used to allow the liquor to be dispensed at a different terminal to where the sale takes place. This is particularly useful when mobile terminals are used to take bar orders.

To setup for his scenario, see Admin ▸ Setup Terminals ▸ Liquor Dispensing System. Configure the bar terminals for LOCKED MODE with attached LDS. The bar terminals should belong to their own area (Bar Area)

For each liquor item, set the LDS Lock, set Order From to the Bar Area, tick **Remote Order** but do NOT tick **Local Order**.

At all other terminals that can take bar orders, but not dispense the liquor, set the Liquor Dispensing System to NONE. These terminals must also belong to a different area to the bar terminals.

To sell bar items outside the bar area, simply ring up the items as usual and an order will be created.

To dispense the order at the bar terminal, click on the order and then **Modify,** or just double click on the order. If any items in the order are to be dispensed, then the quantity remaining will be shown at the right hand end of the item description. For example, a "-4" indicates that there are still 4 of these items to be dispensed. Use the LDS to pour the drinks while this screen is open and this count will decrease. If the LDS is in **Pour with Release** mode, then it will pour only those items listed in the order.

As each line item is fully dispensed, the line status will change to READY. When all items are READY, the entire order status will change to READY and the **Order Modify** screen will close.

6.5.12. Order Examples

This section shows the typical use of the **Order From** settings.

To mark an item as requiring an order, see Admin ▸ Setup Items ▸ Order From.

An item can configured to be ordered only when sold from an area other than the area for which it is ordered. See Admin ▸ Setup Items ▸ Local Order.

For example, in a snack bar, both meals and drinks could be set to **Order From Snack Bar**. Yet only the meal would have **Local** ticked. In this case, any drinks sold at the snack bar register would not generate an order, as the customer is handed the drink straightaway. But if a drink is sold elsewhere, say at the lanes terminal, then an order is generated, as the drink must be delivered to the lane customer at some future time.

This feature is also very useful when using a mobile tablet to take food or drink orders. The tablet should be set to belong to a new area (not snack bar or bar), and all food and drink items set to be ordered from the relevant area (snack bar or bar) so that any orders taken on the tablet appear in the orders screen. Yet many of these items would need the **Local** setting disabled, otherwise orders would be generated for all drinks sold at the bar and snack bar registers as well, not just the meal items that need preparing.

However, items marked as not required when sold locally will still be ordered if the order is delayed (status is **LATER**). For example, a bowl, meal and drink combo deal might be sold when the customer arrives, yet the meal and drink order delayed for 60 minutes to be served after the game. In this case, local items like the drink would still be ordered, rather than collected immediately.

For long term orders such as a bowling ball which may take days to arrive, a trust fund or deposit key can be used to create the order and collect a deposit, and then the balance of the ball rung up when it arrives. This is a better alternative than ringing up the ball itself when the order is placed and using that item to create the order, as the ball sale would then appear in that day's sales figures.

6.6. Customers

The Customers screen is used to find, view and edit customers. See Basic Operation ▸ Working with Customers for an overview on how Touch desk uses customers.

The Customer List displays the following fields –

- **Name** is the name of the customer
- **Location** shows any lanes or tables that this customer is currently on. This includes customers where the lane or table has been turned off, but not yet checked out.
- **$** is the customer's current balance. A negative value indicates that the customer owes money.
- **Games** is the customer's current game balance. A negative figure indicates that the customer owes games.
- **Time** is the customers pay by time balance. A negative figure indicates that the customer owes time.
- **Last Used** is the time the customer last made a purchase, checked in to a lane, or made a booking.
- **Contact** is the customer's phone number and address details.

Customers who owe money, but do not have a credit account, are shown in **RED**. Customers who owe any bowling (games, time, or shoes) but not money are shown in **ORANGE**. All other customers are **GREEN**.

- To create a new customer, click **New.** A new customer is also automatically created if a lane is checked in or out, bowling items are sold, or a new booking is created without entering an existing customer.

- **To edit an existing customer,** click on the customer then click **Edit**, or just double-click on the customer.

- **To delete a customer,** click on the customer then click **Delete.**

- **To edit or delete more than one customer at once,** use the **Ctrl** and **Shift** keys with the mouse to select multiple customers then click **Edit** or **Delete**.

- **To change the sort order of the list**, click on the column header to be sorted. For example, click on NAME to sort by name. An arrow will show the current sorted column. Not all columns support sorting.

Note that customers who are still on a lane, or do not have a zero balance of bowling or money owing cannot be deleted. Users can also be restricted from deleting or editing customers in various ways. See Admin ▸ System ▸ Customers Tab.

- **From Lanes** will display a list of all customers currently on the lanes, including previous customers that have not yet been checked out. If a lane is selected in the **Lanes** screen, the customer's details from this lane will be displayed.

- **From Tables** will display all customers currently on tables in any area. If a table is selected in the **Tables** screen, the customer's details from this table will be displayed.

- **From Sales** will list all customers from recent transactions on this terminal. If a customer is currently selected in the Sales screen, that customer's details will be displayed.

- **From Orders** will display all customers that have an order currently on the Orders screen. If a Order is selected in the **Orders** screen, the customer's details from order table will be displayed.

- **From Bookings** will list all customers currently on the Booking Sheet or Booking List for that area. If a booking is currently selected in the Bookings screen, the customer details from that booking will be displayed.

- **Recent** displays recent customers as shown in the Customer drop down box when selecting a customer in various parts of the Touch Desk. It includes any customer with any activity within the last 2 hours, or who is currently on a lane or table.

- **$Owes** will show all customers who currently owe money, excluding customers that have an account. Use General Reports ▸ Customer Statements to show amounts owing from account customers.

- **Export** will export ALL customer fields for the customers currently shown on screen to a CSV format file. This file can be used by other applications to access the customer database.

  To export only some fields, use an appropriate report. For example, see General Reports ▸ Customer Addresses

- **Print** will print the current customer list as displayed. For more options for printing customers, use an appropriate report For example, see General Reports ▸ Customer Addresses

- **Search** will bring up the search screen.

- **Refresh** will redisplay the list of customers, updating any changes that may have occurred since it was last displayed.

- **Clear** will clear any selected customers in the list. If a customer is left selected, Touch Desk will attempt to preselect it for the next operation. Clearing all selections when finished with this customer will prevent this. Clearing the selection does not delete the customer.

6.6.1. Customer Details

This section lists the fields displayed for each customer.

Name is a descriptive name for the customer. When customers are created automatically, it is a default name like "New Sale at..." It can be a nick name or a shortened name for individuals.

Customers may be either **Individuals** or a **Group** (such as a League, School, or company);

For customers who have been imported from the CDE Master Bowler Database, their **CDE Master ID** number will be shown. Note that fields shown in red should not be changed in Touch Desk, as they will be overwritten the next time the bowlers are imported. Instead, change these details in CDE's programs, then re-export the bowlers. See Customers ▸ CDE Tab ▸ Create customer for each bowler.

Find ID is used to find an existing customer from their ID number when creating a new customer for a new sale, booking, or lane check.

6.6.1.1. Contact Tab

Contact is the name of the contact person for this customer. This can be different to the name, for example when the customer is a group or league, or a nick name is used for the name.

Contact Details such as **Address**, **City**, **State**, **Zip**, **Phone, Alternate Phone** and **Email** can be used for loyalty programs or marketing purposes.

To send an email to the currently selected customers, click the **Mail** button beside the email address. Note that there must be an email client such as Outlook installed on this computer.

Card # is the number on the customer's loyalty card as read by the card reader, if used.

Warning! Never use this function to scan or store a customer's credit or debit card. Doing so may result in the centre being liable for fraudulent card use.

National ID is the bowler's nation bowler ID number**.**

Notes can contain any text that is to be stored for this customer. It may include information like family members' names, preferred lane settings etc.

6.6.1.2. Details Tab

Account sets the type of account that this customer has, if any.

Account Customers can be checked out of a lane even though money still owes. The amount owing does NOT show on the **Lane** screen.

Account customers can be sent regular statements showing the amount they owe.

The **Due Date** for payment shown on the statement will depend upon the type of account set here.

Credit Limit is the maximum amount of purchases or orders that this customer can make without payment. Even customers without a credit account need a credit limit if they are to be allowed to order food or bowling without paying for it at the time of order. This amount can also be considered as a maximum pre-order level.

See Admin ▸ System ▸ Customers Tab for setting the default credit limit for new customers, and for setting the user level that can change the credit limit.

PreAuth shows the current Pre-Authorised amounts obtained for the customer's credit or debit card, and the date the pre-authorisation was obtained. The customers total credit limit is the sum of the amount in the credit limit field and this pre-authorised amount.

Clear Pre-Auth will clear this amount from the customer record in Touch Desk. Note that only the record in Touch Desk is cleared. To actually clear the hold from the customers card account it is necessary to contact the card provider, usually by telephone.

See Sales ▸ EFTPOS Screen ▸ Pre-Authorised for more information on Pre-Authorisation.

Pricing Level is the pricing level that will be applied when the customer is selected in the Sales screen.

Birthday. The customer's birthday is entered here if applicable. It can be used to promote birthday parties. Leave blank if not applicable.

Sex is either **Male**, **Female** or **unknown**. Use **unknown** for group customers etc.

Left Handed. denotes this bowler as a left hander, which affects the way the sparemaker calculates the best line to bowl on some scoring systems

Employee denotes that this person is an employee of the business. People who are also log in Users should have this field set, but it can be used by any employee.

Shoe Size. The Customer's shoe size will be displayed whenever this customer is entered into a booking or a lane. The shoe sizes for a group of lanes or a

booking can also be displayed and printed using the **Shoe Sizes** button on the Main Tab of both the **Lane Information** screen and the **Bookings** Screen.

Customer Type lists all available customer types as set in Admin ▸ System Setup ▸ Customers Tab. Any that apply to this customer should be ticked.

Tax Exemptions. This customer will be automatically exempted from these taxes.

6.6.1.3. Sales Tab

Sales Tab shows the sales history for this customer or group of customers

This customer's current balance of cash, bowling games, and bowling time are displayed. Red or negative amounts represent amounts this customer owes.

Three types of report are available –

- **Summary** – shows total sales
- **Details** – show itemised sales
- **Transaction List** – shows a list of each individual transaction (or sale). Click **View Transaction** to view details of all the transactions in the list, or double click on an individual transaction to view.
- **Bill** shows a specific bill for this customer

Reports can be for –

- All dates
- Last 24 Hours
- A given date range.

Click the **Apply** button after making any changes to the date and time range.

See Admin ▸ Point of Sale Reports for a description of each report type.

6.6.1.4. Deposits Tab

Deposits Tab shows all records of deposits both paid and redeemed by this customer. The amount paid (positive) or redeemed (negative) is shown along with the resulting balance.

6.6.1.5. Score Sheets Tab

Score Sheets Tab shows a list of scoresheets that have been saved for this customer. See Lanes ▸ Saved Scores for more information on score sheets.

Use **Show Bowler** to show all games by this customer. The bowler must have been correctly linked to this customer when the game was bowled. See Lane Information ▸ Bowlers ▸ Link Button.

Use **Show Sheets** to show any scoresheets that include this customer, or where this customer was the main Lane Customer, as shown on the **Main Tab** of the lane when bowled.

Use **View Score Sheets** to view each individual sheet.

Use **View Summary** to summarise all the score sheets in a single report.

See Lanes ▸ Saved Scores to find score sheets based on a bowler's name, rather than the customer, or use the score sheet tab of the **Bookings** screen to show all sheets associated with a specific booking.

6.6.1.6. Statistics Tab

This screen shows various statistics collected from score sheets for this bowler.

This data constantly accumulates, but can be reset to 0, or recalculated from stored score sheets at any time. See Admin ▸ Reset Bowler Statistics.

The bowler at the lanes MUST be correctly linked to the customer database at the time of bowling, or this data and scores will not be available. See Lane Information ▸ Bowlers ▸ Link Button for more information.

Book Average. This average is used to calculate the bowlers handicap when less than 5 games have been bowled. For CDE bowlers, it will be the same as entered in the CDE's Master Bowler Database.

Games is the total number of games bowled. Only completed games are included.

Total Pins is the sum of the bowlers score from each game. Both scratch and handicap totals are recorded.

High Game is the highest game score recorded, for both scratch and handicap.

Average is the total scratch pins divided by the number of games.

Handicap. The handicap is calculated from the average as:

(200 – Average) * 0.9

If less than 5 games have been bowled, the book average is used.

The handicap will be sent to the lanes along with the bowler's name and used to calculate handicap scores. However it may not be displayed if Lane Information ▸ Scoring ▸ Enable League Extensions is not enabled.

Strike % is the number of strikes bowled as a percentage of the number of "frames" bowled. Note that the "frames" bowled in a game can vary between 10 and 12 depending upon the scores in the tenth frame.

Spare % is the number of spared frames as a percentage of all possible spares. The number of possible spares in a game can vary between 0 (all strikes) and 10.

To print these statistics, use Admin ▸ General Reports ▸ Bowler Statistics.

Note that special games such as Forty Frame Game and Strike Shot are not included in the statistics. However there are other lane options which affect scoring and these games will still count towards a bowler's statistics; such as no-tap bowling or 3-6-9 strikes.

6.6.1.7. CDE Tab

The **CDE Tab** only applies to customers that represent CDE events, and contains options that are used for setting up a new booking when the CDE event is exported from the CDE program to Touch Desk.

A customer will be automatically created for every CDE event.

Note that changing any options here will not affect any bookings already created, unless the export file is reloaded. See Bookings ▸ CDE Options ▸ Re-Import.

CDE Booking Type shows a list of available types as setup in Admin ▸ System ▸ Bookings Tab. It can be used to classify leagues for League Attendance reports. For example, Junior Leagues, Senior Leagues etc.

Style is the bowling style to be used for the league. See Lanes ▸ Setup Styles.

Game Rate is the rate at which games will be charged. See Lanes ▸ Game Rate.

Time On is the time in minutes allowed for the league. If the time is not given, a default time will be calculated base on the settings in Admin ▸ System ▸ Bookings Tab.

Always Save Scores in Database. If ticked, score sheets for this booking will always be saved in the database, regardless of the setting in the Bowling Style. It is not essential to store these sheets, as the scores will still be exported to CDE. However it is a useful backup should something go wrong with the export.

Auto Check In will set the auto check-in option for the booking, causing the lanes to automatically check in a preset time before the start time.

Create Customer for each Bowler. This option will create a customer record for each bowler in the event. Each game bowled will then be linked to this customer, along with any other games that the customer may bowl outside of this event.

Note that Touch Desk uses the CDE master bowler ID to prevent duplication of bowlers. Therefore you MUST be using CDE's Master Bowler Database and it must be linked to this league or event in the CDE program. See the CDE help files for more information.

Also, CDE does not include address and contact information in the export file for an event. To include this information, use the **Export Names and Addresses** function in BLS *BEFORE* exporting the league. When Touch Desk imports the league file, it will also load address and contact information.

The names and address file should be saved with the default name –

Names__*eventname*.txt

It should be saved in the BLS export folder. Browse to –

- **Network**
- ***Name of your Lane Server Computer***
- **Lane Server Data**

Any changes to the bowlers' names or address should be made in the CDE program and then re-exported to Touch Desk. Any changes made in Touch Desk will be overwritten the next time the bowler is exported.

Send ALL bowlers on roster to Lanes. This option sets the corresponding option in the booking that causes all bowlers on the team's roster to be sent to the lanes, otherwise only the number of bowlers that make up a regular team are sent. See Bookings ▸ Send All Bowlers for more details.

Uses Unsupported Team Handicap rules. Select this option if this league uses any rules to calculate the Team Handicap that are NOT supported by the scoring system. In this case, if any changes are made to the line-up, either at the desk or the lanes, then the new team handicap must be calculated manually. It can then be entered either at the desk or at the lanes if permitted by the scoring system. See Bookings ▸ CDE Tab ▸ Team Handicap for more information.

6.6.1.8. Attendance Tab

The Attendance Tab shows any attendance records that have been compiled for this customer. Attendance records are kept for CDE events such as leagues and tournaments only.

To print these results, or for a full explanation of the data shown, see General Reports ▸ League Attendance.

6.6.2. Customer Search

The **Customer Search** screen allows an existing customer to be easily found - for example, by searching on their name or phone number. It can also be used to find a range of customers - for example to show all customers who owe money.

Searches can be saved under a meaningful name, and recalled for later use. These predefined searches can also be selected when defining reports. See General Reports ▸ Filters ▸ Customers.

To view the previous search, whether or not it was saved, click **Reload Previous Search.**

To run the search and display the results in the **Customers** screen, click **Run Search**.

To save a search for later use, enter a meaningful name then click **Save**.

There are a number of search criteria, each of which is explained below. Only customers who satisfy ALL the criteria will be found by the search.

The **Clear ALL** button clears all the fields ready for a new search, or to allow the display of every customer.

Name is used to find a customer by name. Note that only a partial match is needed. For example, if searching on the name "Smith", any customer with the letters "smith" anywhere in their name will be found – Mr Smith, Smithsonian Institute, etc

Type. Search on groups, individuals, or both.

ID is the customer ID as shown at the top of the screen when editing a customer's details. An exact match is required.

CDE Master ID is the bowlers master ID from the CDE Master Bowler Database. This only applies when bowlers are imported from CDE. See Customers ▸ CDETab ▸ Create Customer for each bowler. Enter ***** to match all CDE bowlers, **NONE** to match all non-cde bowlers, and blank to match all bowlers.

National ID. The customers national bowling ID number.

Centre where created. For Master Touch Desks only, only customers created at the centre shown will be found.

Last Activity. The last activity date is the last time a customer has interacted with the system in anyway. It could have been a lane check-in, or a sale, or a booking. Searching for customers based on last activity is a useful way to indentify customers that have not returned to the centre in a while.

Contact Tab.

This allows searching for customers based on their contact details.

Customers with any contact details will match customers where anything has been entered in any of the contact fields. This can be used to find "real customers", rather than just temporary walk-in customers as created for each check-in.

Customers with no Contact details is the opposite of the above option.

Customers with matching Contact details below will check each field for a match.

All fields require only a partial match except for the phone number which must match completely. For example, if "John" is entered in the contact field, any contact that contains the word "John" will be found. For example - "John Brown", "Smith & Johnson", etc.

If just an ***** is entered for a field, Touch Desk will find customers with anything entered for this field, but ignore customers where the field is blank.

For example, to find all customers that have an email address, enter ***** in the email field.

Customers who do NOT match details below will exclude customers with matching details.

For example, to find all customers without an email, enter * in the email field**.** Note however, that only customers with some valid contact details will be found. Temporary customers with no contact details at all will not match.

Details Tab

Account is used to match customers by account type**.** Other Account refers to accounts where the due date is not specified.

Credit Limit can be set to match only those customers with a credit limit in the range specified. Leave either value blank to ignore**.**

Pricing Level matches customers with the given price level only.

Birthdate is used to find customers whose birthday is within a given range, regardless of age. If the second date is less than the first, the range will wrap around to the following year. For example, if the birth date is set to between Dec 1 and Jan 31, all birthdays after Dec 1 OR before Jan 1 will be included. Leave any used fields blank.

Current Age is the age of the customer in years as of today. Leave blank if not used.

Customers with ANY of these types will match any customer that has one or more of the selected types.

Customers with ALL of these types will only match customers that have ALL of the selected types.

Bowling Tab.

Customers Currently Bowling will match any customer that is currently checked-in on a lane. This includes lanes that have been turned off but not yet checked out.

Customers Just Checked Out will match any customer that has checked-out in the last 30 minutes.

Customers who have bowled as below will match any past bowling customer based on a range of check out times and lanes.

If the range of lanes is left blank, all lanes will be searched.

Customers who have not bowled as below will exclude these customers.

Stats Tab

With Current Stats will match any customers who have bowled at least 1 game and whose current statistics (as displayed on the Customers ▸ Statistics Tab) are within the ranges specified.

With Stats for Period as below will match any customers whose stats for the given period are within the ranges specified. Touch Desk will need to search all stored score sheets to collect the data, and this may take a few minutes for large databases.

With new High Game in period below will match only those bowlers who scored their high game during the period.

See Customers ▸ Statistics Tab for more information in bowler statistics.

Sales Tab

Customers with zero balances will match only customers whose current cash balance, games balance , and bowling time balance is zero. That is, they do not owe any bowling or cash, and they have no bowling or cash credit remaining.

Customers with non-zero balances will match customers who have a current cash balance, games balance or bowling time balance. The balance may be negative (the customer owes cash, games or time) or positive (the customer is in credit).

Customers with sales as below will match any customer with any sales in the given period.

Customers with NO sales as below will exclude any customers with sales in the given period.

With outstanding Pre-Auths. See Sales ▸ EFTPOS Screen ▸ Pre-Authorisations

Items Tab

Customers who have purchased any item below will match any customer who has purchased any of the items selected below. By using separate items for each event such as tournaments or leagues, it can also be used to find all customers who entered a specific event.

To select more than one item, use the **SHIFT** or **CTRL** keys.

If a group header item is selected, then all items that belong to that group header are also automatically included in the search.

If **Customers with sales as below** is also selected in the **Sales Tab**, then only customers who purchased the selected items in the date range specified in the **Sales Tab** will be returned.

Customers who have NOT purchased any item below will exclude these customers.

Customers with an unused deposit as below will match any customer who has a positive balance of a customer trust fund item as selected below. In other words, any customer that has paid a deposit, but has not yet redeemed the deposit for a purchase.

Bookings Tab

Use this tab to find customers based on lane bookings. Note that these searches will fail if the bookings have been deleted.

Customers who have specified bookings will find all customers who have a booking which matches the specified time range, booking type and are, and CDE type

Customers who do NOT have specified bookings will exclude these customers.

CDE Booking can be used to include or exclude CDE bookings from the search, and only applies to Lane bookings.

Note that the customer for a CDE booking is not the individual bowler in an event, but the master customer that is used to hold the booking, and check in the lanes.

To find the individual bowlers, use a special item to ring up the games or deposit for the event, then search on that item. For example, for an upcoming tournament a deposit item can be setup. To list all bowlers who have paid a tournament deposit, simply search on **Customers who have purchased any item below** on the **Items** tab.

CDE Tab

Any CDE Customer will match only those customers that represent a CDE event.

Any Non CDE Customer will match only those customers that do NOT represent a CDE event.

Customer with ANY of these types will match any CDE customers who have any of these types selected on their CDE tab.

Customer with ALL of these types will match any CDE customers who have all these types selected on their CDE tab.

Note that this search is subtly different from selecting these types in the **Booking Tab**. This search will return any customers with these types selected, even if there are no bookings. The **Booking Tab** search requires bookings in the specified period, of the specified type.

6.6.3. Customer Cards

Customers can be issued with an ID card, so that they can be quickly identified when interacting with the centre. This allows for accurate collection of data which can then be used for marketing campaigns.

Cards should be preloaded with a unique code on either a magnetic stripe or a barcode. Each terminal can then be fitted with the appropriate type of card reader. In the case of a barcode reader, the reader can also be shared with that used to ring up items for sale. See Installation and Setup ▸ POS Devices

When the customer is created, the card is swiped into the ScanCode field. Then, whenever a customer ID is required by Touch Desk, simply swipe the customer's card.

Warning! Never use this function to scan or store a customer's credit or debit card. Doing so may result in the centre being liable for fraudulent card use.

6.7. Bookings

The Bookings screen is used to view and edit bookings (reservations).

When Bookings are enabled for more than one area (eg. Lanes, Restaurant, etc), tabs at the bottom of the screen select the area. The following chapter describes Lane bookings. Bookings for other areas work in the same way, except that many of the options or features that apply only to Lanes are missing.

The left side of the screen contains a list of bookings, while the panel on the right graphically displays the booking sheet for a single day. See below for details on the Bookings List and the Bookings Sheet.

- **To create a new booking**, click **New,** or double click on an available spot in the Booking Sheet.

- **To edit or view an existing booking,** click on the booking in either the Booking List or the Booking Sheet then click **Edit**, or just double-click on the booking. To view customer contact details, go to the **Customers** screen and click **From Bookings** to retrieve the customer.

- **To delete a booking,** click on the booking in either the Booking List or the Booking Sheet, then click **Delete.**

- **To edit or delete more than one booking at once,** use the **Ctrl** and **Shift** keys with the mouse to select multiple bookings then click **Edit** or **Delete**.

  Note that users can be restricted from deleting or editing bookings. See Admin ▸ System ▸ Bookings Tab.

- **To clear any selected bookings** to stop Touch Desk trying to check them in whenever **Check-In** is clicked, click on **Clear** in the Bookings screen. This does not delete the booking, it just de-selects it.

- **To redisplay or refresh both the Booking List and the Booking Sheet**, click **Refresh**. Both the Booking List and Booking Sheet are regularly redrawn to show any changes that may have occurred at other terminals. They are also redrawn whenever the sheet is moved or zoomed or a new list is selected. However, sometimes it may be desired to simply redraw the screen.

- **To locate a booking in the booking sheet**, click on the booking in the Booking List, then click **Locate**. The sheet will change to the appropriate day to show the booking.

- **To create a repeat booking,** select the booking to be repeated, then click **Repeat**. Touch Desk will create additional bookings for the dates specified.

  Enter the frequency of the repeated bookings (**Daily**, **Weekly**, **Every 2 weeks**, or **Every 4 weeks)** and either the date of the last booking OR the number of bookings to create. Use the **Once Only** option to create a single repeat booking on the specified date.

  Once the bookings have been created, they can be easily viewed as a group by searching on the customer. It is then also easy to select the entire group and make any global changes as necessary. Any date changes or cancellations can also be easily made.

  Note that if the booking is for a CDE event such as a league or tournament, then the team and bowler information will NOT be duplicated in the repeat bookings. This information will be created each week when the event is exported from the CDE program.

The number displayed on the Booking button shows the number of bookings waiting to be checked in. Only bookings for the same area as the current terminal are counted. Booking that should check in automatically will only be counted when they are 10 minutes late. Manual bookings will be counted as soon as they are due.

6.7.1. Bookings List

The Booking List has four tabs to display four different lists. These lists are –

- **Wait List**. The wait list is any bookings whose start time has passed, who have NOT been assigned a lane, and have not checked in. Bookings drop off the wait list after 2 hours.

- **Late Bookings**. This list shows all bookings whose start time has passed, who HAVE been assigned a lane, and have not yet checked in. Bookings drop off the late list after 2 hours.

- **Customer.** This list shows all bookings for the selected customer.

- **List**. This shows all bookings for the current day selected on the booking sheet.

The booking list will have one or more of the following columns depending upon the type of bookings being displayed –

- **Name** is the name of the customer
- **Date** is the date of the booking
- **B** or **P** is the number of Bowlers (or people)
- **G** is the number of Games per bowler
- **L** or **T** is the number of Lanes (or tables)
- **Wait** is the number of minutes that a booking on the wait list has been waiting and is equal to now minus the expected start time.
- **Late** is the number of minutes that a late booking is late, and is equal to now minus the expected start time.
- **Time** is the start time of the booking.

6.7.2. Bookings Sheet

The Bookings Sheet graphically displays bookings in the following colours -

CDE Bookings -

- **Light Purple** – a CDE event that has not yet started.
- **Dark Purple** – a CDE event that is checked in to the lane.

Normal Bookings -

- **Medium Green** – a booking that has not yet arrived
- **Light Green** – a booking that has arrived but has not checked in
- **Dark Green** – a booking that is checked in to a lane.

Warning Colours -

- **Yellow** – any type of booking that is late. A late booking is one whose start time has passed but who has not checked in.

- **Red** – part of a booking that overlaps another.

Finished Bookings -

- **Grey** – any booking that has been checked in, but is not currently on a lane, is assumed to be over. If a booking is accidentally checked in and out again without finishing, use the Reset check box on the bookings form to reset its status to "not checked in".

The following buttons are used to navigate around the Booking Sheet.

- **Left Arrow** – scrolls the sheet back half an hour.
- **Right Arrow** – scrolls the sheet forward half an hour.
- **Up Arrow** – scrolls up for centres that have more lanes than will fit on the sheet at one time.
- **Down Arrow** – scrolls down for centres that have more lanes than will fit on the sheet at one time.
- **Zoom** – zoom in or out. Three zoom levels are provided.
- **-Day** – scrolls back 1 day.
- **+Day** – scrolls forward 1 day.
- **Now** – shows today's sheet.
- **Date Button** – click on the Date Button to select a new day. A calendar is used to select a new day, and a slider selects the approximate time of the day to display.

Note that when scrolling the sheet near to midnight, some of the times shown at the top of the sheet will appear in red. This indicates that these times are not for the day shown on the Date Button, but refer to either the day before or after.

For bookings that have checked in, the Booking Sheet will show the estimated completion time. This will initially be based on the estimated time entered for the booking, but will adjust to the bowler's actual rate of bowling once a few frames have been bowled.

The **New**, **Edit**, **Delete**, **Repeat**, **Clear** and **Refresh** buttons work on bookings selected in the Booking Sheet in exactly the same way as for bookings in the Booking List. For example, to edit a booking in the sheet, simply double-click on it.

The following additional functions are available –

- **To create a new booking**, double-click on an available position in the booking sheet. A new booking will be created with the start time and lane number already entered.

- **To move a booking**, simply drag it to a new position. The booking can be dragged to a new lane, or to a new start time but not both in the one operation. This prevents accidentally changing the start time, as this is generally agreed with the customer and should not be changed.

  For multilane bookings, the user can select whether to move only the selected lane, the selected pair, the current group or the whole booking. For example, a single pair from a league can be quickly moved to a new pair.

  It is not possible to move a booking to a new lane on the booking sheet once it has checked in. Use the Move button on the Lanes Screen instead.

  If a booking is moved to a time earlier than now, the booking's auto-checkin function will be automatically enabled, and the booking will check in as soon as the lane is available. To prevent auto-checkin, move the booking to a time later than now.

  To put a booking from the booking list onto a lane, drag the booking from the list to an appropriate position on the booking sheet.

  If the booking was already assigned to a different lane or time, these will be changed to the new lane and time. Beware of accidentally changing the start time from that agreed with the customer!

  This function is most useful to assign a lane to bookings in the wait list. By dragging the booking to a time earlier than now, the booking's auto-check-in function can be quickly enabled.

6.7.3. Booking Details

This section lists the details displayed for each booking.

Some details listed here will only be present for Lane bookings, and are identical to those on the Lane Information Screen.

6.7.3.1. Main Tab

- **Style** is the bowling style to be used, and will automatically set many of the lane options. See Lanes ▸ Setup Styles.

  For CDE events, the style will be set automatically as per the customers CDE Tab when the event is imported.

- **Number of Bowlers/People**. For Lane Booking, the number of bowlers is used to calculate total games as below, and to allow default bowler names to be loaded.

- **Shoes to Pay** is the number of shoe rentals that will be issued with this booking.

- **Sizes**. Click here to display or print a list of shoe sizes for these lanes. Shoe Sizes can be entered in the Bowlers Tab, or automatically collected from the bowler database for linked bowlers.

- **Use Default Bowler Names**. See Lane Information ▸ Main Tab ▸ Use Default Bowler Names.

- **Pay By Game** should be clicked if the customer is to pay by the game. This can be changed at any time, including after check-in. For Pay By Game bookings, the following information is required.
  - **Games Per Bowler**
  - **Total Games**

  This information is used to calculate the estimated time on the lanes.

- **Game Rate.** The default game rate can be set here. Note that this is a default rate only - the actual rate can be changed when ringing up the sale, and can then be different for each bowler or even each game.

  For CDE events, the game Rate will be set automatically as per the customers CDE Tab when the event is imported.

- **Pay By Time** should be clicked if the customer is to pay for their bowling by time rather than games. This can be changed at any time, including after check in. For Pay By Time bookings, **Total Time** should be entered.

This is the total across ALL lanes. For example, if a customer requires 1 hour on two lanes, the total time is 2 hours.

- **Time Rate.** The default game rate can be set here. Note that this is a default rate only - the actual rate can be changed when ringing up the sale, and can then be different for each bowler or even each game.

- **Number of Lanes (or Tables)** is the total number of lanes (or tables) required for this booking.

- **Lanes (or Table)** is the actual lane (or table) number this booking is to use. For bookings in the wait list, **Lanes** may be left blank. For multilane bookings, only the first lane number need be entered. The lanes can also be entered as a non continuous range. For example: 1-2, 9-10.

  For bookings that represent a CDE League or Tournament, clicking on **Lanes** will bring up the Lane Move screen.

- **Time On** is the time that the booking is expected to occupy the lanes (or table). For Lanes, this is calculated based on the settings in Admin ▸ System ▸ Bookings Tab.

  For CDE events, the Time On will be set automatically as per the customers CDE Tab when the event is imported.

- **Start Time & Date** is the time the booking is expected to start. If the start time has been changed since the booking was created, the original start time is also shown. When moving bookings around on the booking sheet, the start time will change automatically to the new position. However the original start time will always show the time entered when the booking was created.

- **Now**. Click this button to set the start time and date to now. For example, when putting a customer on the wait list.

- **Customer** shows the customer for this booking, along with the usual **From** buttons and the customer's bill.

- **Bowlers/Customers have Arrived**. This box is ticked to show that the bowlers have arrived in the centre. A booking will not auto check in unless **Arrived** is ticked. For large group bookings like CDE leagues, **Arrived** should always be ticked.

- **Auto Check-In**. This box should be ticked if the lane (or table) is to be automatically checked-in a preset time prior to the start time. The lane will be checked-in in **Hold** mode, and the pinspotters will NOT start. See Auto Start below to automatically start the pinspotters.

  Note that **Auto Check-in** cannot be used if the expected lane (or table) numbers have not been entered.

  For CDE events, the Auto Check In settings will be set automatically as per the customers CDE Tab when the event is imported.

- **Auto Start.** This box should be ticked to automatically start the pinspotters at the start time by taking the lane out of **Hold** mode. The lane must already be checked-in. The pinspotters will start in which ever mode is set in the bowling style for this booking. If the pinspotters are OFF in the style, they will not start.

  For CDE events, see **Automatically Switch Pinsetters ON** in Send League to Front Desk ▸ Options.

- **Some lanes (or tables) have Checked In. Reset ?** Normally a booking will only check in automatically once. If the booking is then checked out again, for example if the customer has not arrived, then it will not automatically check in again. This can be overcome by ticking the reset box. It will then automatically check in again as normal.

- **Notes** is used to store any other relevant information for the table booking. For lane bookings, use Options Tab ▸ Notes.

6.7.3.2. Options Tab.

Open or Cross sets the play mode to be used. . Note that the play mode set here overrides any settings in the style.

Always Save Scores in Database. If ticked, score sheets for this booking will always be saved in the database, regardless of the setting in the bowling style.

Notes will be displayed when the booking checks in, and can be used to record any customer requests or preferences, or any instruction to the user performing the check in. For CDE events, these notes can be used by the league secretary to send a message from the CDE program to the front desk staff.

Booking Type is a list of used defined types. The names of the types are set in Admin ▸ System ▸ Booking Tab. Tick any that apply to this booking.

6.7.3.3. Bowlers Tab.

The names and types of bowlers can be set here. See Lane Information Screen ▸ Bowlers Tab for more information. Bowler information entered here overrides any set up in the bowling style.

Changes can only be made to the bowlers here BEFORE the lane is checked-in. To make changes after the lane is checked-in use the **Modify** button in the **Lanes** screen

Each page of the Bowlers Tab normally represents one lane of the booking. However if the booking represents a CDE League or Tournament, each page will show a single team. This team may play different games on different lanes, and there may be more than one team on a lane at the same time.

Clicking on the **Lane** box will bring up the Lane Move screen, and allow the team to be moved to a different lane.

For CDE events, manually changing any bowler data here may violate the League rules. To substitute another bowler, double click on the bowler's name to bring up a list of bowlers registered for this league. Click on the bowler to use.

Note that bowler types **Absent** and **Vacant** will result in a blind score being used at the lanes. Bowlers who have pre-bowled will be shown as **Absent**, and their pre-bowl score will be used as the blind score.

6.7.3.4. Score Sheets Tab

Score Sheets Tab shows a list of scoresheets that have been saved for this booking. See Lanes ▸ Saved Scores for more information on score sheets.

Use **Show Bowler** to show all games by this customer. The bowler must have been correctly linked to this customer when the game was bowled. See Lane Information ▸ Bowlers ▸ Link Button.

Use **Show Sheets** to show any scoresheets that include this customer, or where this customer was the main Lane Customer, as shown on the **Main Tab** of the lane when bowled.

Use **View Score Sheets** to view each individual sheet.

Use **View Summary** to summarise all the score sheets in a single report.

See Lanes ▸ Saved Scores to find score sheets based on a bowler's name, rather than the customer, or use the score sheet tab of the **Bookings** screen to show all sheets associated with a specific booking.

Score Sheets can also be viewed by Customer in Customers ▸ Score Sheet Tab. To search for a sheet, use Lanes ▸ Saved Scores.

6.7.3.5. Messages Tab.

The message to be displayed can be set here. See Lane Information Screen ▸ Messages Tab for more information. Messages set here override any set up in the bowling style.

6.7.3.6. CDE Tab.

This screen only applies when the booking represents a CDE League or Tournament.

The options shown represent those that can be set from within the CDE program. However not every option within the CDE program is applicable, and often the terminology used by CDE is different to that used by Touch Desk. See the individual description for each option below for information on how the option relates to the CDE equivalent.

These options will override any settings that are contained within the Style that is used for this booking. To set up any scoring options that are not available

within CDE's programs, setup a new style for the event and set that style in the league customers CDE Tab. See Customers ▸ CDE Tab.

- **File Name** is the file name used by the CDE program for exporting and importing to Touch Desk. There can be only one booking with the same filename, week/squad number and shift number

- **Week/Squad.** This is the week number for leagues, or the squad number for tournaments and cannot be changed.

- **Shift.** This is the shift number for multi-shift leagues or tournaments and cannot be changed.

- **Practice Time ?? mins.** This is the practice time that will automatically occur at the start of the event.

  CDE provides an option for having the practice time occur before or after the event start time. If the practice time is to occur before the event start time, Touch Desk will adjust the start time to allow for the practice.

- **Pinspotters Off at end of practice.** If set, the pinspotters will switch off at the end of the automatic practice time, otherwise they will remain on. Note that if the pinspotters were in Instructomat mode, they will stay in Instructomat mode. It is not safe to automatically switch to play mode without ensuring the bowlers have stopped bowling.

  In order to have the pinspotters restart automatically, enable the restart and set the restart time on the Scoring Tab of the style used for the league.

- **Auto into League.** This option corresponds to the CDE option **When Practice is Finished the scoring goes into League Mode Automatically**. If not set, the scorers will not reset from practice mode, nor will the arrows come up at the end of practice time.

- **Pinspotters Off when moving lanes.** This option only applies to events where the bowlers change lanes between games. When the scores are cleared at the end of the game, the new bowlers for this lane will appear. At this time, the pinspotters may optionally be shut off. To automatically

clear the scores and shutoff the pinspotters without the bowlers having to press **Next Game**, use the Auto Next & End Game setting.

Note that Brunswick AS series scoring does not support automatic lane movement. Therefore Touch Desk will completely shut-off the lanes, then open them again with the new bowlers. Alternatively, run the event as multiple shifts from BLS.

- **Use Instructomat mode.** If set, the pinspotters will use Instructomat (or Shadow Pins) mode during automatic practice, else they will use normal play mode.

- **Show Practice.** If set, the practice time remaining will be displayed at the lanes.

- **Frames per Turn** is the number of frames each bowler rolls each time up.

The Touch Desk options for **Play Mode** and **Frame Sequencing** are set from the CDE options as follows:

If **Bowl on a Pair** is NOT set, or **Change Starting Game Each Lane** is NOT set, then the play mode is **Open** and frame sequencing does not apply.

If **Bowl on a Pair** and **Change Starting Game Each Lane** are both set, then the play mode is **Cross Lane**. If **Bowl All Frames on the Same Lane** is set, then **Frame Sequencing** is 10 – the bowler does not change lane all game. If **Bowl All Frames on the Same Lane** is not set, **Frame Sequencing** is set to the same as **Frames per Turn** – the bowler changes lane every turn.

Many of the resulting settings can be quite strange and may not be supported by the scoring system – such as changing lanes very 3 games.

- **No-Tap** is set as per the CDE options for **No-Tap** and **Automatic Strike in 3,6,9**. Touch Desk does not support **No-Tap** and **Automatic strike in 3,6,9** at the same time.

- **Team Handicap.**

  These settings reflect the standard team handicap rules that can be setup in BLS.

Fixed for Team. The team handicap is either a fixed value that does not change with changes to the line-up, or is calculated in a way that is not supported by the scoring system and must therefore be entered manually whenever the line-up changes. It can be entered manually either in the Lanes ▸ Modify ▸ Bowlers screen or at the bowler's console. This is supported by most scoring systems. The initial value sent to the lanes will be that calculated by BLS for the original line-up.

Sum of Bowlers. The team handicap is the sum of the bowlers' handicaps and will change if the line-up changes. This is supported by all scoring systems.

Team Difference and **Team Average.** The handicap is based on the players' averages, and uses the percentages and base value shown. It will change automatically if the line-up changes. This is supported by TS3 only, and only for bowlers listed with this league with a valid average.

Touch Desk does not support any of the additional rules listed in BLS under **Non Standard Team Handicap Rules.**

Limiting the team handicap to the **Max** value shown is only supported by TS3.

Use the Customers ▸ CDE Tab ▸ Uses Unsupported Team Handicap Rule setting for any leagues with handicap rules not supported by the scoring system. This will automatically set the booking to **Fixed for Team** when it is created.

Not that even though the team handicap rules may not be supported by the scoring system, the correct handicap for the original line-up, as calculated by BLS, will be sent to the lanes. It is only necessary to recalculate the handicap manually if the line-up changes after exporting from BLS.

- **Auto Print Score Sheets** will automatically print each score sheet, as per the corresponding CDE option

- **Enable Keyboard** enables the lane console's keyboard, as per the corresponding CDE option.

- **Allow Score Corrections** allows bowlers to correct scores, as per the corresponding CDE option

- **Allow Edit Names** allows bowlers to edit or change names, handicaps and blind scores, as per the corresponding CDE option.

- **Send ALL bowlers on roster to Lanes.** This option sends all bowlers on a team's roster to the lanes, rather than just the number that make up a normal line-up.

  For example, a 4 man league may have 6 bowlers on the team. Without this option, only the first 4 are sent to the lanes. With this option, all 6 are sent.

  Some scoring systems such as Frameworx or TS2 will store these extra players for selection at the console. Other systems will simply display them as part of the normal line-up, and the unused players must then be deleted at the console.

  When the booking is created, this option is set to the same as that on the league customer's CDE tab. See Customers ▸ CDE Tab

  In order for the extra bowlers to be available, the following option in BLS must be set –

  Setup ▸ Automatic Scoring Setup ▸ Options ▸ Send extra roster members to the lanes.

  This BLS option can remain set for all leagues and each League Customer's preference can be set separately on their CDE Tab.

  TS3 does not require this option, as it can select any bowler that is registered for the league from a list of subs.

- **Memo to League Secretary.** Any messages entered here will be displayed when the event is imported into the CDE programs.

- **Re-Import from CDE.** Whenever an event is exported from CDE, it is automatically imported into the Touch Desk booking system. Clicking on this button causes the booking to be imported again. This can be useful if the booking has been accidentally modified. Re-importing the booking

returns all settings and bowler and team names to those contained in the CDE export file.

- **Delete Scores File**. This will delete the scores file that is to be imported into CDE at the end of the event. If this file has not yet been imported, all the scores will be lost. There is normally no need to delete this file as it is automatically deleted when a new booking is exported, but it may be necessary if the booking was checked in accidentally and unwanted scores have been recorded. Note that the file cannot be deleted while the booking is checked in on any lane.

6.7.3.7. Attendance Tab

The Attendance Tab shows the attendance record for this booking. Attendance records are kept for CDE events such as leagues and tournaments only.

Attendance records are also available for each CDE customer on the Attendance Tab of the Customers Screen.

To print these results, or for a full explanation of the data shown, see General Reports ▸ League Attendance.

6.7.4. Lane Move Screen

The **Lane Move** screen is used to reassign lanes for a CDE League or Tournament.

To bring up the **Lane Move** screen, click on the **Lanes** box in the **Main Tab** of a CDE Booking, or on the **Lane** box on the **Bowler Tab** of a CDE Booking.

The **Lane Move** screen shows each lane scheduled for use by the event, and allows an alternative lane number to be assigned.

Changes to the lane numbers must be made before the event is checked-in to ensure the correct teams are sent to the lanes.

To move a lane after the event has started, for example due to a machine breakdown, use the **Move** function in the **Lanes** screen as normal.

6.7.5. Checking In a Lane Booking

Commencing a lane booking is usually a two step process –

- Firstly, the lanes are checked-in in **Hold** mode. The scoring screens come on but the pinspotters do not start.

- Secondly, **Hold** mode is removed to start the pinspotters.

Either step may be performed automatically, see Auto Check In and Auto Start.

To check-in a booking **manually**, click on the booking in either the Booking List or the Booking Sheet, then go to the **Lanes** screen and check in as normal.

To prevent the pinspotters from starting, click on **Hold** in the **Main Tab** of the **Lane Information** screen.

If the booking was assigned to a lane, there is no need to select a lane first, just click **Check In**. However, if a lane is selected, Touch Desk will try to match the selected lane with that assigned in the booking.

Touch Desk will always display a warning screen when checking in a booking. This screen will show –

- **Name** is the customer for this booking
- **Expected Lanes** shows either the lane numbers as entered in the booking, or **Any ?** if no lane numbers have been entered.
- **Notes** as entered in the booking screen. These notes can be used to give instructions to the user when checking in the lane, such as any of the customer's preferences for scorer settings etc.

Any of the following messages may also appear –

- **(?? still to Check In**) - this is a multilane booking and this number of lanes is still to check in.
- **(?? already Checked In)** - this is a multilane booking and the number of lanes shown has already checked in.
- **Warning: Too many lanes selected!** The user has selected more lanes than the booking expected.
- **Warning: Not enough lanes selected!** The user has not selected enough lanes for this booking.

- **Warning: Selected lanes do not match expected lanes !** The user has selected lanes that are different from those specified in the booking. Note that bookings that represent a CDE League or Tournament cannot be checked in on different lanes. To move these types of bookings, edit the lane assignments in the Lane Move screen.
- **Warning: This booking is for {scheduled start time}!** This message will appear if the bookings scheduled start time is more than 1 hour from now**.**

Multilane bookings may be checked-in lane by lane as the lanes become available.

To prevent a booking being selected whenever **Check-In** is clicked, go to the **Bookings** screen and click **Clear** to deselect the booking.

6.8. Administration

The Administration screen is used to setup the system, produce reports, and perform various other administration tasks.

6.8.1. Operating Mode and Server Setup

This function is used to setup the basic operating mode of Touch Desk, and to configure the connections to both the Database Server and the Lane Server.

This function can only be accessed by users with OWNER privileges.

The four basic operating modes are described below.

- **Normal Mode**. Normal mode is used for all Touch Desks located at the bowling centre. The Database Server Setup and Lane Server Setup buttons are used to configure the servers. These servers are shared by all Touch Desks at the centre.

- **Trial Mode**. In Trial mode, there is no Lane Server, and the Database Server must be located on this computer. The Virtual Lane Server Setup button can be used to setup the type and number of virtual lanes to be used in the trial. This mode can also be used for off-site training.

- **Remote Access Mode**. This mode is used by Touch Desks that are NOT located at the bowling centre to connect to the bowling centre as if they were actually at the centre.

  The remote Touch Desk will connect using the generic terminal name "Remote Access", which can be set up the same as any other terminal. The Touch Desk at the centre must have sufficient terminal licences to allow for this extra terminal.

  A third party IP tunnelling program can be used to provide secure access to the centre via the internet.

  The IP addresses of the servers for each centre must be entered in Centre Setup prior to using **Remote Access** mode. Centre Setup is only available when Touch Desk is in **Remote Master** mode.

  The Lane Server Setup button may be used to configure the lane server at the centre, but the computer or IP address of the lane server that is entered here is that used by Touch Desks at the centre only. It is NOT the address used by this Remote Touch Desk, as this may be different. This address is set in Centre Setup .

- **Remote Master**. A Master Touch Desk is used off site to centrally control a number of centres. It holds configuration information for use by the **Remote Access** mode, and is used for centralized reporting and setup.

  A **Remote Master** does not require a lane server, and the Virtual Lane Server Setup button can be used to simulate lanes similar to the Trial Mode. This allows the master to be used to test various configuration options.

  A third party IP tunnelling program can be used to provide secure access to the centre via the internet, as for **Remote Access** mode above.

  Note that when **Remote Access** or **Remote Master** mode is selected, Touch Desk will allow easy switching between the two modes at start-up, thereby allowing a single Touch Desk installed off-site to be easily used for both functions.

  A **Remote Master** need not be installed off-site, and may be on the same network as the Touch Desk that is operating the centre, but it cannot be installed on the centre's Lane Server computer.

See Multi Centre Management for details on using a Master Touch Desk.

Any changes to the database server that is currently in use will require a restart of Touch Desk. Touch Desk will prompt and restart when needed.

6.8.1.1. Database Server Setup

There is a single Touch Desk database that is shared by all Touch Desk terminals on the network. This screen is used to select the computer on which the Touch Desk database has been installed. This computer must be visible to the current computer across the network.

The Touch Desk installation program should be used to install the database, as this will ensure that the database is installed in the correct location and that the Firebird database server and ODBC driver are also installed correctly.

Enter the name of the computer where the database has been installed, or click the **Browse** button to find it. Alternatively, enter the IP address of the database server computer.

The **Password** field can be left blank, and the system will use the default password of "*masterkey*". To provide greater security for the system, this password can be changed using the Firebird **gsec** command. See the Firebird documentation for more details.

If the message **Unable to connect to Database. Select a new Database Server, or click OK to try again** appears, check that the path and password are correct, that the current windows user has permission to access the data, and that Firebird has been installed correctly.

6.8.1.2. Lane Server Setup

Computer where Lane Server is installed. Enter the name of the computer that has the Lane Server installed and is connected to the scoring, or use the **Browse** button to find it. Alternatively, enter the IP address of the Lane Server Computer.

If the name is left blank, the scoring is assumed to be connected to ***this*** computer.

Note that the Trial version of Touch Desk does not have a Lane Server, just click **Cancel** to run the Trial version. See Installation and Setup ▸ Trial Version.

If the Lane Server is unavailable for any reason (for example the network is down), this screen may appear when trying to start Touch Desk. Click OK to continue and Touch Desk will start. It will not be possible to communicate with the scoring, and Touch Desk will pause occasionally as it tries to contact the Lane Server, particularly in the Lanes screen. Touch Desk may be started up to 10 times without a valid lane server. Once this limit is reached, Touch Desk may only be run as a Trial version, or when contact is re-established with the Lane Server.

Start/Stop Lane Server. These buttons will Start or Stop the Lane Server service. They are only available if the current computer is also the Lane Server. These buttons are also available in Lanes ▸ Setup Scorers ▸ Info Tab

The Lane Server service will automatically start when the computer is booted. Should the service stop for any reason, Windows will repeatedly attempt to restart it.

While the Lane Server is stopped, no lane control is possible. The Lanes Screen will be very slow to respond as Touch Desk will keep trying to communicate with the Lane Server. Stopping then restarting the Lane Server may be useful to resolve some system problems.

Note that the **Start/Stop Lane Server** buttons are not available when using Windows Vista or later with User Account Control (UAC) turned on, unless the Touch Desk is run as an Administrator. See the Windows help files for more information on UAC.

See also Lane Server Setup ▸ Configure.

View Log. This button displays the log file from the Lane Server. This button is also available in Lanes ▸ Setup Scorers ▸ Info Tab

For an explanation of some of the messages in the file, see Lane Server Messages.

Lane Server Information.

Version is the Lane Server Version.

SIU Version is the version of the firmware in each SIU.

SIU Serial # is the serial number of each SIU.

Key Serial # is the serial number of the attached USB key.

License Expires. If the License Code is valid for only a limited time, the expiry date will be shown here. The license expires at the END of the month shown.

Licensed Touch Desk Version. If the License Code is limited to a specific version of Touch Desk only, this will show the latest version that is licensed. The version of the Touch Desk currently running can be found at the top of the main Touch Desk screen.

No. of Terminals. The maximum number of Touch Desk terminals that can be in use at the same time, excluding the Back Office terminal.

Options will show any options enabled by the license such as **POS** (Point of Sale)

License Status will be one of –

- **OK**
- **Expiry Near!** The licence will expire within the next 7 days.
- **Bad License Code or Centre Name.** The License Code does not match the centre name or scoring type, or there is some other problem with the key.
- **USB Key Missing.** The USB key has been removed.
- **Wrong SIU Serial.** The serial number of the SIU does not match the license. In the event of SIU failure, the system may operate up to 7 days with a substitute SIU. This allows time to receive a new License Code from your supplier.
- **Wrong Key Serial.** The serial number of the USB Key does not match the license. In the event of key failure, the system may operate

for up to 7 days with a substitute key. This allows time to receive a new License Code from your supplier.

- **Bad Windows Version.** The version of Windows on the Lane Server computer is not supported by the Lane Server.
- **Expired.** The license has expired.
- **System Stopped**. If one of the above errors is not corrected, the system will cease lane communications.

6.8.1.2.1. Configure Lane Server

Centre Name is the name of the bowling centre. It will appear on the overheads and scoresheets. It must be entered exactly as provided by your supplier. If **"Unregistered Software"** or **"Unregistered Program"** appears on the overheads rather than the centre name, then the License Code (see below) is not correct.

The centre name is limited to 20 characters for Accuscore II and Plus scoring and 32 characters for all other scoring.

License Code must also be entered exactly as supplied. None of the following settings can be changed without obtaining a new License Code –

- Centre name
- Scoring type
- Number of lanes

The License Code also controls the license under which Touch Desk may be operated, and determines the following settings –

- The serial number of the **SIU** or USB key which must be present.
- The maximum number of Touch Desk terminals.
- Access to various Touch Desk features.
- Access to various Touch Desk versions.
- Compatible versions of Windows
- Expiry date of licence
- Allowed versions of software.

To obtain a new License Code to upgrade or change your license, contact your supplier.

Number of Lanes is the number of the lanes connected. The number of lanes cannot be changed without obtaining a new License Code.

XBowling Venue ID is the unique ID assigned to your center for uploading scores to the XBowling website. See XBowling for more information

Type of Scoring. See Scoring Types for a full description of each available type.

The general type of scoring cannot be changed without obtaining a new License Code.

Network Connection is the network interface device or card that will be used to connect to the scoring for XL, Boss or Frameworx scoring. It is advisable, although not essential, to use a separate interface device for the scoring to that used for other network connections.

Number of SIUs

A.K.Microsystems **SIU**s (Scorer Interface Units) are used to connect the scoring equipment to the computer.

Some scoring systems (such as Frameworx and XL/Boss) use a standard network connection, and therefore an **SIU** is not required for these systems.

Brunswick AS90 systems can also be connected via the original Brunswick SIU as fitted to Command Network, rather than via an A.K.Microsystem SIU. In this case the computer will need to be fitted with 4 RS232 serial ports for connection to the original SIU and LIU.

Similarly, Accuscore 2 and Plus systems can use a Sealevel 5102 interface card to connect to the original Home Run box, rather than using an A.K.Microsystems SIU. A standard RS232 port is also required to connect to the AMF LIU via the same home run box. Alternatively, an RS485 port can connect to the LIU directly.

Generally only one A.K.Microsystems **SIU** is required. However when the scoring type is set to **Brunswick AS80/90/90C, Accuscore 2**, **Accuscore Plus** or **Touch Score 2**, up to 4 SIUs can be used.

For Accuscore systems, using multiple SIUs and dividing the lanes amongst them provides a significant speed advantage for larger centres.

For Brunswick systems, there is no speed advantage, but it is sometime more convenient to run multiple com cables to the lanes.

It is not strictly necessary to specify the number of SIUs connected as the Lane Server will use as many SIUs as it finds at start-up. However specifying the number of SIUs ensures that the Lane Server continues to look for the correct number even if one or more SIUs is not present at start-up.

Master SIU Serial Number. For systems with more than one SIU, this is the serial number of the SIU to which other devices are connected – such as a pinspotter controller, Remote TV controller etc. The additional SIUs are used only for the scoring chassis and not for any of these other devices.

Enter only the digits from the serial number label on the Master SIU.

If **Master Serial** is left blank or set to 0, then the Lane Server will use the first SIU that it finds upon start-up. The order that SIUs are found depends upon which USB port they are connected to, and can be changed by rearranging the USB connections.

If a **Master Serial** number has been entered, and the master is not the first SIU found, then the Lane Server will automatically reconfigure the ports. This may delay start-up of the Lane Server for a few seconds, and will be noted in the log file.
For Brunswick systems , the overhead com signal for ALL lanes is output on every SIU. So any one or more can be used in any combination to any of the lanes.

Other A+ Com Device. For Accuscore II, Accuscore Plus, and TS2 in native mode, communication with the scoring may be through another interface card or USB device rather than through an SIU. Set the number of SIUs to zero and select the interface device from this list.

Brunswick SIU Com Ports. For AS80/90 systems with a Brunswick SIU, these ports must correspond to the serial connections to the Brunswick SIU.

Type of Pinspotter Controller sets the type of Pinspotter Controller or LIU that is connected. Supported types are –

- A.K.Microsystems Pinspotter Controller, all types
- AMF LIU
- AMF MCU

- Brunswick Source Command (Firmware SC920, key switch in MGR position)
- Brunswick LIU (Firmware LIU80 or LIU92)
- Adam 4068 or 4069 relay modules

Pinspotter Controller is used for Table Power only, not pinspotters. Select this option when there is a pinspotter controller present, but it is used only for controlling the power to tables, such as pool table lighting. This may ocuur when when the pinspotters are controlled via the scoring as in the case of Xl/Boss or Frameworx scoring.

Type of Pinspotter sets the type of the pinspotter that is connected to the Pinspotter Controller. For systems that control the pinspotter through the scoring, there will be settings elsewhere to determine the type.

Pinspotter Com Port sets the standard Windows COM port to which the Pinspotter Controller or LIU is connected. Note that an SIU has built-in com ports for all pinspotter types except the **Adam** module, and the SIU port will be used in preference to a standard com port whenever possible. Note that some LIUs, such as an AMF LIU, will require an RS485/RS232 convertor in order to connect to a standard Windows RS232 COM port.

For use with **Adam** modules, a half duplex (two wire) RS485 port is required. Adam 4068 or 4069 relay modules can be used, and all connect to a single com port. The ID of each Adam module must be set using the software supplied with the module before it can be used. ID =0 is reserved for initial setup and should not be used. IDs should be set to 1, 2, 3 etc. Also set the baud rate to 9600, checksum enabled, and select the Advantech protocol. See the **Adam** manuals for details on connecting and setting up the modules

For use with instructomat pinspotters, each lane requires 2 relays. The first turns on the pinspotter, and the second enables instructomat. For example, relays 1,3,5 & 7 turn on lanes 1,2,3 & 4, while relays 2,4,6 & 8 enable instructomat mode on lanes 1,2,3 & 4. Note that for 82-30 pinspotters, the power relays are not enabled during instructomat mode, while on other types they are.

Frameworx A/V Com Port is the standard Windows COM port which is to be connected to a Frameworx Audio/Visual control box.

A+ Com Speed. This determines the speed of the Accuscore Plus com ports on the **SIU**.

For Accuscore 2 or Plus scoring, this should be left at 100%.

However when only TS2s are connected to the A+ port, the speed of the data communications can be varied. Depending upon the quality and length of the cable, the number of lanes, and other factors, it may be possible to increase the speed to as much as 1000% (10 times) faster than standard Accuscore Plus communications. This will greatly speed up the downloading of graphics and the overall performance of the system.

If the speed is increased too much there will be a large number of communication errors, and lanes will frequently drop offline.

Com speed can also be slowed to below 100% to reduce errors in centres that have bad cabling or excessive electrical interference.

Table Power Control

Touch Desk can control the power to tables via external hardware. This can be used to control lighting over Pool Tables for example. Use this section to set the type of controller.

Currently, only two types are supported –

- **Via the Pinspotter Controller (or LIU)** In these types of installations, the tables are wired as per lanes. For example, in a 40 lane house, the tables may be wired as lane 41 and above. Set the controller type to **On Pinspotter Controller**, and enter the virtual lane number of the first table as the address. (eg 41)

  Control via the Pinspotter Controller is only supported for AMF or Brunswick LIUs, and **Adam** relay modules.

  The address or virtual lane number of the tables should not conflict with actual lanes, unless Pinspotter Controller is used for Table Power only, not pinspotters is selected. This option is not available for **Adam** modules, as they can be setup for tables without being also configured as a pinspotter controller, unlike the other types.

Note that when the pinspotter type is set to **Adam with Instructomat**, then there are 2 relays per lane, but only for the actual lanes. For example, in a 10 lane house, relays 1-20 are used for the actual lanes. Relay 21 is virtual lane 11, relay 22 is virtual lane 12 and so on. Use the virtual lane number to select relays to be used for table power.

- **Adam Module.** An **Adam** 4068 or 4069 relay module connected to a half duplex (two wire) RS485 com port may be used. Multiple modules in multiple locations can be connected to a single com port. The ID of each Adam module must be set using the software supplied with the module before it can be used. ID =0 is reserved for initial setup and should not be used. Also set the baud rate to 9600, checksum enabled, and select the Advantech protocol. See the **Adam** manuals for details on connecting and setting up the modules.

  In Touch Desk, enter the ID of the first module to be used for each area in the **Address/Lane** field for that area. Set the com port connected to the Adam units in **Table Controller Port.**

Remote TV Controller Type and **Port** selects the type of Remote TV Controller that is fitted, if any. For more information, see the **Remote TV Controller** manual.

- **TS3 MPA**. Use the controller in-built into the TS3 Multi-port Adapter.
- **IRC on SIU O/H**. Separate Serial Infra Red Controller boxes are wired to the overhead port on the Scorer Interface Unit. (SIU Serial #0321 and later only)
- **IRC on Com Port**. Separate Serial Infra Red Controller boxes are wired to a com port on the lane server computer. In this case the actual com port number must also be selected.

IR Detector Location. There are several types of IR detector that can be used to initially record the signals from the hand held remote using the IRSetup program**.**

- **External on SIU Aux Port**. An external detector is fitted to the AUX port of the Scorer Interface Unit

- **TS3 MPA on USB.** A TS3 Multi-port Adapter, identical to that used at the TS3 chassis, is connected to the lane server computer via USB. The COM port used by this USB connection will also need to be specified.
- **Internal in IR Controller**. Each Serial Infra Red Controller box has an inbuilt IR detector or receiver, and one of these is to be used for recording. In this case it is also necessary to specify the lane number or ID number of the controller to be used, as set by the switches on the controller.

Clear Status. This button will clear all status information for the all lanes and tables. All lanes and tables must be checked out before this function can be used. It should not normally be required, but is provided as a backup.

6.8.1.2.2. Scoring Types

Each supported type of scoring is listed below, along with any restrictions that apply. The software running in the scoring system should be that shown. Other versions may work with some limitations, or not at all.

Touch Score 2. This is the default communications mode for TS2, when TS2 is installed on *all* lanes, and J41/J42 or J3/J4 on TS2 is connected to the SIU.

However if TS2 is installed alongside other scoring, or is using any other connection to the SIU, such as J9 provided on the Magicscore model, then TS2 is emulating one of the legacy scoring types. Select the type of scoring that TS2 is emulating. See the TS2 manual for more information.

AMF Magicscore. Mark 1 boards, triple keypads, V1.07 firmware or Mark II boards, single keypad, V3.21 firmware

AMF Accuscore I. V3.21 firmware.

AMF Accuscore II

AMF Accuscore Plus (Version 4). V4.19 or later. Earlier V4 may have some limitations. For V3, use the Accuscore II setting.

AMF Accuscore Plus (Version 5). V5.32. Forty Frame Game is supported.

AMF Accuscore XL/Boss. XL V5 and V7, BOSS V2,3,4 &5 supported.

Boss and XL scoring can be configured to use either of two different IP addresses depending upon the original front desk equipment. Both

configurations are supported by Touch Desk. See Scoring Hardware ▸ Scoring Network for details.

Brunswick AS80/AS90/AS90C with/without Overheads. V901 firmware is required.

AS80 is for systems without the AS90 control boards, and would normally have a Source Command unit to turn on the scoring.

AS90 is for systems with the AS90 control board, and black & white lowers.

AS90C if for systems with the AS90 control board, and colour lowers. This includes ASK.

It is possible that B&W lowers have been fitted to a colour system and vice versa. The only sure way to determine the correct scoring type to setup in Touch Desk is to check the crystal frequencies (Y1) on the main CPU board and the AS90 Control PCB as below –

AS80 CPU 23.64MHz, no Control PCB
AS90 CPU 23.64MHz, Control PCB 14.75MHz
AS90C CPU 25.65MHz, Control PCB 16MHz

Any mixing of frequencies between lanes or mis-matching of control boards with CPU boards is not permitted and may cause the system to not function reliably if at all.

Systems without overheads will display a large text grid on the lower monitors once bowling commences, while system with overheads retain the small text grid. Note that if "with/without overheads" is set wrongly, it may be necessary to clear and restart the console to restore normal overhead function after correcting the type.

Brunswick Frameworx. V4.1, V5.5, or V6.03.

6.8.1.3. Virtual Lane Server Setup

When Touch Desk is operating in **Trial** mode, or **Remote Master** mode, there are no actual lanes connected, and therefore no lane server. In these cases, The Virtual Lane Server setup is used to simulate the lanes. Both the number of lanes and the scoring type can be entered.

6.8.1.4. Centre Setup

See Admin ▸ Centre Setup.

6.8.2. Setup System

This screen is used to configure settings that apply to the whole Touch Desk system.

For settings that apply only to specific terminals, see Admin ▸ Terminals.

For setting up sales areas, see Admin ▸ Sales Areas .

6.8.2.1. Main Tab

The settings on this Tab control how a Master Touch Desk is permitted to interact with this centre. See Multi-Centre Management for more information on the use of a Master Touch Desk.

Master Touch Desk controls this Touch Desk. This item must be enabled for for a Master Touch to be able to interact with this centre. This option requires Touch Desk Standard edition, and is not available on Touch Desk Lite.

Centre ID Number. For centres controlled by a Master Touch Desk, enter a unique ID number for this centre. This ID number should be the same as entered for the centre at the Master Touch Desk. See Admin ▸ Centre Setup.

Changing the centre ID number after the centre has been operating in connection with a Master Touch desk can have serious consequences. For example, the Master database will contain “phantom” data from the now no longer used centre ID. Make sure the centre ID is set correctly upon installation, and never changed after that.

Note that all data in the database is numbered with the unique centre ID. If this ID is changed, the database will be renumbered. Some renumbering may break links between some external types of data.

Allow Master to setup the Standard Operating Environment (SOE). The SOE is a common Item and Area setup that must be used if consolidated reporting is required. Note that when this option is set, some settings (such as Items) cannot be modified locally.

Exclude from SOE – Some data can be excluded from the SOE on a centre by centre basis. So although the Master is configured to send the entire SOE, some centres may exclude some parts as listed below. These parts can then be setup locally at each centre.

System Settings – Exclude the settings on the **Admin ▸ System Setup** screen. Note that settings on this Main Tab, and the Receipt Banner are always excluded.

Area Settings – The name of each Sales Area is always included in the SOE, as this is required for consolidated reporting. However other settings, as shown in the **Admin ▸ Sales Area** screen, can be excluded. The number of Tables in each area is always excluded, as this would typically be different at each centre.

Bowling Styles, Colours and Messages – This data often depends upon the scoring system installed, and as this could be different at each centre, it can be excluded from the SOE.

Item prices (includes availability) – The Item List must be the same at all centres in order for consolidated reporting to work, however different centres may sell different items, or use different prices. Excluding prices and availability allows those settings to be made locally at the centre.

Item availability - Excluding item availability allows only the "Available" option in Items to be set locally. Pricing will still be controlled from the Master Touch Desk.

Item Restock Level – This allows the restock level for items to be set individually at each centre, rather than all using the same quantity as entered at the Master Touch Desk.

POS Screens - Another way of making different items available at different centres is to set up different sales screens, and only including those items applicable to each centre. Excluding POS Screens from the SOE allows the screens to be setup locally.

6.8.2.2. Lanes Tab

Modify Lanes. A user must be this level or higher to modify lanes - Check-In/ Check-Out/ Move, Modify etc.

Save Score Sheet Messages. A user must be this level or higher to save any changes to score sheet messages.

Save Colour Schemes. A user must be this level or higher in order to create, save or deleted a colour scheme. All users may set different colours for the lanes, even if they cannot save them as a scheme.

Save Messages. A user must be this level or higher in order to create, save or delete messages. All users may send custom messages to the lanes, even if they cannot save them.

Save FFG Maps. A user must be this level or higher in order to create, save or delete forty frame game maps. All users may send custom maps to the lanes, even if they cannot save them.

Setup Styles. A user must be this level or higher in order to create, edit or delete styles. All users may use any style however.

Setup Scorers. A user must be this level or higher in order to use the scorer setup function.

Load Lane Software. A user must be this level or higher to transfer new software to the lanes using the Setup ▸ Files Tab screen. Sending invalid files can cause the lane to stop functioning, so only high level users should be allowed this access.

Check Out owing bowling. A user must be this level or higher in order to check out a lane when insufficient bowling has been rung up on that lane. This should generally be set to a high level in order to avoid free bowling. It is HIGHLY recommended that all bowling is rung up at lane checkout, even though the customer may be going to pay later.

Check Out customer owing money. A user must be this level or higher in order to check out a lane customer when money they owe money, even if sufficient bowling has been rung up. This does not apply to customers with a valid credit account, or customers that are checked in elsewhere (eg a table)

Check Out Allowance. These options allow a check out to proceed, even though there may be a small amount of bowling owing or to be refunded.

They also determine how the amount of bowling is to be rounded to the nearest game or hour before payment.

The **Check Out** button on the Lane Modify screen will be shown in **GREEN** if no bowling is owing or to be refunded, **ORANGE** if the amount of bowling is within the check out allowance, or **RED** if it outside this allowance.

If it is outside the allowance a warning message will be displayed, and the check out may not proceed if the current user does not have Check Out Owing Bowling privileges.

For example, say a bowler has bowled 1 game, but needed to re-bowl a frame for some reason and the frame count is showing as 1.1. Without allowances, the operator would have to ring up 1 game and 1 frame in order to check out the lane. However, if the allowance is set to allow 1 extra un-scored frame per game, then the operator can simply ring up 1 game and check out.

Likewise if the bowler has prepaid 1 game and the lane is set to Auto Check Out, the check out would not proceed without this allowance as the bowler has bowled more than 1 game.

Allow an Extra ? un-scored frames per game sets the number of extra frames allowed per game. Note that these extra frames only apply to frames that are not scored, that is do not appear on the score sheet. If a score has been recorded for a frame then it must be paid for. Un-scored frames can occur when a frame is erased and re-bowled for example.

This setting also determines when the pinspotter will shut off when the Shutoff Pinspotter at end of Prepaid option has been enabled.

For centres that charge only for scored frames, this limit can be set high. While this does not allow unlimited unscored bowling, it should be suitable.

When ??? or less frames (or minutes) remain, round up to the next game (or half hour). This setting will round up small amounts of bowling to the next game or half hour. This serves two purposes -

- It allows lanes to be checked out with small amounts of bowling still remaining. Without this setting, if a bowler were to finish a time bowling session a few minutes early, or not complete the last frame of a game, the

remaining bowling would need to be refunded in order to check out the lane.

- The second purpose, is to provide value for the customer. As the extra frame rate would normally be higher than 10 times the game rate, then a bowler who bowls say 9 frames may be better of paying for a full game rather than 9 extra frames.

For Time Bowling, the time is always rounded up to the next 10 minutes. Any rounding entered here is in addition to this default rounding.

Always collect score sheet at Check Out to count un-scored frames. This option will automatically collect a score sheet from the scoring chassis when checking out a lane. This is not normally done, as some scoring systems can be quite slow when collecting full sheets.

However, if a sheet is not collected, it is not possible to correctly count the number of un-scored frames in the case where bowling has taken place after the end of a game.

When a sheet is not collected at check-out, all frames bowled since the end of the game (when a score sheet is always collected) will be counted as **scored** frames.

Therefore, this option is really only needed for centres that charge on scored frames only, and who allow extra balls to be bowled after the game is over without charge.

Note that it is always possible to manually collect a sheet and therefore correctly count unscored frames by viewing a sheet, or by using the Bowler Checkout tab.

Set default pricing period based on Current time or Check In time. When any of the **New Sale** buttons are used to ring-up sales from the Lanes screen, the pricing period will default to the correct period for the time given here.

This is only important when checking out a booking that spans two periods.

The default setting can be overridden at sale time by an operator with the appropriate level.

The same setting is used for all bowlers, no account is taken of bowlers who may arrive late, after a new period has commenced.

The same setting is used for all selected lanes, even though some may have started at different times.

Limit Live Score collection to ?? lanes. This option limits the number of legacy scoring lanes that can use live score collection at any one time. If checking in or modifying a lane will result in this number being exceeded, a warning message will appear and live collection will be disabled for those lanes.

This setting does not apply to **Touch Score 3**.

A setting of **0** or **blank** implies no restriction. To disable Legacy Live Scores completely, see Lanes ▸ Setup ▸ Enable Legacy Live Scores.

See Lanes ▸ Setup ▸ Enable Legacy Live Scores for more information.

6.8.2.3. Lockers Tab

Locker Bank Name. Lockers are arranged numerically in banks. For example, A1-A100, then B1-50 etc. Enter the name of each bank here (eg A, B etc). If there is only one bank then it may be left blank.

Number of Lockers. Enter the number of lockers in each bank. The maximum is 1000. If more than 1000 then split into banks. Eg Bank 0, Bank 1

Remove Customer. This user level is required to remove a customer from a locker. As this usually involves the return of keys and refunding of deposits, this user level is usually higher than that required for normal locker operation.

Modify Due Date. This user level is required to modify locker Due Dates. If the locker items have been setup to adjust the Due Date automatically, then there is no need for normal users to adjust the Due Date themselves. Therefore this level can be set higher that required for normal locker operation.

Normally a customer can only be removed from a locker that is **Near-Due**, **Due** or **Over-Due**. However if the user's level allows for modifying due dates, then they can remove a customer at any time.

Modify Multiple Lockers. The user level is required to modify more than one locker at once by selecting multiple rows. The ability to remove large numbers of customer from lockers or change multiple due dates in one operation can be a powerful and useful tool. But it can also cause problems if not used correctly. Therefore this user level can be set to higher than that required for normal operation, or even to "no one".

Receipt or Reports Printer. Select the default printer to be used for printing notices. Although the printer can be changed at the time of printing, this setting also determines the width of the text box when editing and formatting the notice. A notice formatted for a wide printer may not print properly if the printer is changed to a narrow printer.

Near Due Days. Set the number of days prior to the due date that the locker will be become **Near-Due**. This can be useful for issuing reminder notices prior to the actual due date. If not used, set to 0 and the lockers will never be **Near-Due.**

Over Due Days. This is the number of days after the due date that the locker will become **Over-Due**. If set to zero, then lockers will go straight to **Over-Due** at the due date and will never appear as just **Due**.

Issue Reminder Notice. Tick to issue a reminder notice when the locker is **Near-Due**, **Due** or **Over-Due**. Reminder notices must be printed manually using the **Print** button on the locker screen.

Edit Notice. Use this button to edit the text for each notice. Each notice will consist of a basic header showing the locker, customer and due date, followed by the text entered here. To format the text, select it with the mouse then use the buttons provided to change the font or the alignment.

Fixed Dates. Lockers can be rented until a fixed date, for example the end of the season, rather than for a fixed period. Up to two fixed dates can be entered here along with a descriptive name. For example, "End of Season" or "End of Summer Season". These dates will then become options when setting up Locker items, and when manually setting the Due Date using the short cut keys on the **Locker Modify** screen.

See Lockers for more information on using lockers.

6.8.2.4. Tables Tab

Check Out Customer owing bowling. A user must be this level or higher to check out a table when any customer on the table still owes bowling. It is HIGHLY recommended that all bowling is rung up at lane checkout, even though the customer may be going to pay later. If this procedure is followed, table customers should never have any bowling owing, and this level can be set to NO-ONE.

Check Out Customer Owing Money. A user must be this level or higher to check out a table when one or more customers on that table owes money. This restriction also applies when removing a single customer who owes money from a table.

This does not apply to customers with a valid credit account, or customers that are checked in elsewhere (eg a lane)

6.8.2.5. Sales Tab

Disable the Point of Sale module. If Touch Desk is to be used as a lane control system only, and a separate cash register is to be used to record sales, then the POS module should be disabled. The amount of bowling purchased can then be entered manually, so that the automatic lane shutoff functions still work. See Working without the POS module for information on using Touch Desk in this way.

If this option is greyed out, then your license may not include access to the POS system. Contact your supplier for an upgrade.

Use Adjustments. A user must be this level or high to use the **Adjustment Only** button. Adjustments are used to alter the balance of a trust fund, or the amount of stock on hand, without making a sale. See Making an Adjustment for more information.

Issue Refunds. A user must be this level or higher to ring-up any sale which includes a refund of an item; that is a payment TO the customer. Note that withdrawals from Trust Funds are excluded from this requirement. The user level for Trust Funds is set by the Trust Fund item setup. See Admin ▸ Items.

Open/Close Shifts. A user must be this level or higher in order to open or close shifts, or enter banking.

Close Shift with LDS Sales waiting. A user must be this level or higher to close a shift when there are drinks that have been poured using a Liquor Dispensing System (LDS) that have not yet been rung-up. To ring these items up, go to the Sales Screen and click Clear. See Admin ▸ Setup Terminals ▸ POS Tab ▸ Setup LDS for more details.

Open Shift for Amending Past Dates. A user must be this level or higher to open an additional shift for a past date, in order to make amendments to the daily totals. Only the most senior users should have this access. See Sales ▸ Working With Shifts ▸ Amending Daily Totals.

Close Batch for Card Terminal. A user must be this level or higher to use the close batch button on the Shifts screen to close the batch on an attached card terminal.

Enter Own User Banking. When users or servers are responsible for holding their own cash, this setting determines if they can enter their own banking amounts. If not, then a user with access to the open/close shifts screen is required to enter their banking on their behalf. See Banking by User for more information.

Enter Others User Banking. This level is required to enter user banking for others. As this is done via the Shifts screen, the user must also have the right to Opne/Close shifts in order to access this function.

Remote Printer Locations. These are the location names for remote printers. Remote printers can be used to print a receipt or order at a remote location. For example, to print a food order at the snack bar that was rung-up at the front counter. The names entered here are generic only (eg Kitchen Printer) and do NOT correspond to the actual printer names in Windows, as these can vary from terminal to terminal.

FULL. Each printer can be designated as a **Full Print** printer. **Full Print** printers will print the entire transaction receipt identical to the local receipt printer.

Non **Full Print** printers will only print a minimal header, along with the items designated to print at this location. Any other items included in the sale, taxes, sub totals, cash tendered etc will not be printed. However if this customer still owes money, then the amount owed will be printed.

Full does not apply when the remote printer is used to print an order, as only the items in the order will be printed.

Force Local. This will force a local receipt print whenever a sale is sent to this remote printer. For example, if set for a kitchen printer, then a local receipt is always printed whenever items are purchased from the kitchen.

Large ID. This option prints the last two digits of the transaction number in large text on both the local and remote printers whenever this remote printer is used. Thus both the customer's receipt and the kitchen printout have the same large 2 digit reference number.

You can also force the local receipt printer to always print a large ID. See Admin ▸ Terminals ▸ Printers ▸ Large ID.

See Setup Printers for more details. See also Admin ▸ Sales Areas for using the order system as an alternative to remote printing.

Currency Symbol. Select the symbol for the local currency.

Customer Accounts. This special item accrues any outstanding balances on customer accounts. See Admin ▸ Items for more information.

Rounding Item. This is the special item used to accrue all roundings of cash payments. See Admin ▸ Items for details on setting up special items.

Rounding Method. This is the method used to round up or down cash payments.

Default EFTPOS. Select a payment item to appear as the default tender type for **EFTPOS** payments in the Sales Screen. Any payment which is processed electronically with the aid of an external terminal or card reader (such as credit cards) is considered EFTPOS. There can be multiple types of EFTPOS for more detailed reporting, or simply a single EFTPOS item to cover all types. See Setup Items ▸ Item Types

Default Other. Select a payment type to appear as the default tender type for **Other** payments in the Sales screen. Other payments are payments that are not cash, nor EFTPOS. For example, cheques. See Setup Items ▸ Item Types

Auto Print Shift Report. Select the type of report, if any, to be automatically printed when a shift is finalized.

Export File Type. Select the type of file to be exported to the accounting program when a shift is finalized. **QuickBooks IIF** can be used not only with QuickBooks, but also any other program that's supports this format. The **Generic CSV** is suitable for use with Excel and other programs. See Setup Items for Export.

Prevent shift close if Previous Shift not finalized. This option can be used to ensure that each shift is finalized before the next shift can be closed. If not enabled, the operator must take extra care to ensure that each shift is finalized correctly, and that banking amounts entered prior to finalizing are for the correct shift.

Banner on Receipts. This text will appear on the top of customer receipts immediately after the bowling centre name, and may include the bowling centre's address, phone number etc. The centre name will appear as entered in the Admin ▸ Lane Server ▸ Configure and may not be changed without applying for a new License Code. Contact your supplier for changes.

Delete Pre-Auth. Pre-Authorised holds put onto a customer's credit or debit card account can generally not be removed, but will lapse after a set number of days. This option allows the Touch Desk record of the **Pre-Auth** to also be deleted at the same time.

If the number of days is set to 0, the **Pre-Auths** will never be deleted.

If the number of days is more than 0, the record will be deleted after this number of days. For example, if set to 3:00AM on day 1, each **Pre-Auth** will be deleted at 3:00AM on the first day after it was created. If set to day 2, each record will be deleted at 3:00AM on the second day after it was created, and so on.

Often the number of days can just be set to 1; that is all **Pre-Auths** are cleared each night, but make sure the time is after closing time (eg 5:00AM). Any customers returning for the following day would need another **Pre-Auth** to gain credit.

For more information on using **Pre-Auths** see Sales ▸ EFTPOS Sale Screen ▸ Pre-Authorisation.

Pre-Auths can also be deleted for a particular customer in the Customers Screen ▸ Details ▸ Pre-Authorisation.

6.8.2.6. Customers Tab

View Customers. A user must be this level or higher in order to view the **Customers** Screen. All users may create new customers as needed to make sales and check in and out lanes without access to the customers screen.

Edit Name. A user must be this level or higher to change the name of an existing customer. This is potentially dangerous as an outstanding debt may appear to be for a different person if the name is changed. This feature should be restricted to higher level users. Note that the customer number never changes, and can be used as a check against this type of deception.

Edit Contacts. A user must be this level or higher to change the contact details of an existing customer.

Edit Multiple Customers. A user must be this level or higher to change the contact details of multiple customers. This is potentially dangerous as a user could select a large number of customers then accidentally erase or change all contact details. However, it can also be a useful tool. This function should be restricted to higher level users.

Edit Credit Limit or Account. A user must be this level or higher to change an existing customer's credit limit, or to make a sale which exceeds the customer's credit limit, or to allow the customer to have an account. New customers are created with the default credit limit as shown below.

Delete Customer. Required user level to delete a customers from the customers screen. Once deleted, any transactions for that customer will be denoted by the customer number only, not the customer's name, and this can make tracking difficult. Deleting customers is not recommended.

Default Credit Limit. This is the credit limit given to new customers when they are created. All users can create new customers with this credit limit. Even customers without an account will need a credit limit if they are to be allowed to order food or bowling without paying at the time of order. This amount can also be considered as a maximum pre-order level.

Customer Types. Customers can belong to one or more **Customer Type**, as defined here. These types can then be used to search for customers or in reports.

For example, a type may be called *Schools* and used to identify school customers. It is then possible to do a mail out to all schools by searching for customers based on the *School* type.

Note that these types are only used to assist in searching for customers. They do not affect the operation of the customer in any way.

Create default New Customers automatically. Whenever a customer is required for an operation (such as check-in) and one has not already been selected, Touch Desk will usually prompt for a customer with the **New Customer** screen.

Selecting this option forces Touch Desk to skip the **New Customer** screen and create a default new customer (e.g. New Lane xx) automatically.

You can still bring up the **New Customer** screen using the **New Customer** button if you wish to enter a name or search for an existing customer.

The preferred method of operation is to disable this option and use the **New Customer** screen, as it allows quick entry of a customer's name. This makes tracking customers easier, and allows for a more personalised service. If a name is not required, the default customer name can still be used by just clicking OK on the **New Customer** screen.

New Bookings will always bring up the **New Customer** screen, as contact details are usually required for booking customers.

6.8.2.7. Bookings Tab

Modify Bookings. A user must be this level or higher in order to create, modify or delete Bookings.

Estimated Time On Lanes. These settings are used to calculate the estimated time on the lanes for a booking when the booking is first entered. However the time can be changed in the Bookings screen.

Default for New Lane Bookings. These settings are the default for bookings created with the NEW button. For CDE event bookings, these settings are controlled elsewhere. See CDE Leagues ▸ Start-up and Shut-off Options.

Booking Types. Bookings can belong to one or more **Booking Type**, as defined here. These types can then be used to search for bookings.

For example, one type may be called *Birthday Party*. The options tab of the Booking screen will then show *Birthday Party* as an available type.

To search for all *Birthday Parties*, click the **Types** tab in the **Bookings** screen.

To print a list of upcoming *Birthday Parties*, use the **Booking List** report in Admin ▸ General Reports.

Note that these types are only used to assist in searching for bookings. They do not affect the operation of the booking in any way.

These types cannot be used to track income from different events. Use different items to track income. For example, setup a *Birthday Game* item to track income from games bowled during birthday parties.

Booking Types are also used to classify CDE event bookings. The League Attendance report can then provide attendance information for each league type. For example, there could be a booking type called "*Senior Leagues*".

6.8.2.8. Admin Tab

System/Areas/Terminals. A user must be this level or higher in order to use the **System** setup, **Area** setup or **Terminal** setup button.

Users. A user must be this level or higher in order to use the **User** setup button. Users can only setup users of a lower level than themselves. For example, if this field is set to *Manager*, then a manager can access the users screen, but will only see themselves, shift supervisors, senior and junior operators. They will not be able to edit any other managers or owners.

Items & Pricing. A user must be this level or higher in order to use the **Items, Pricing Levels,** or **Pricing Periods** setup buttons.

View POS Reports. A user must be this level or higher in order to generate Point of Sale Reports. If Auto Print Shift Reports is enabled, the automatic report will be printed for all users.

View Transactions. A user must be this level or higher to use the **Transactions** function from the **Admin** screen. However any user with access to the customers screen may search for transactions for that customer from that screen.

Use General Reports. A user must be this level or higher in order to view General Reports.

Customise General Reports. A user must be this level or higher to edit or save changes to **General Report** settings, or create a new general report.

View Income Report. A user must be this level or higher to view the **Income Report** which is available from within **General Reports.** This level is usually higher than that needed to access other general reports, thereby further restricting access to sensitive income data.

View Employee Time Sheets. A user must be this level or higher to view any Employee Time Sheet, including their own, in the reports section.

Modify Others Time Sheets. This level is required to modify another user's time sheet data. No user, regardless of this setting, can modify a time sheet for a user with a higher level than their own in the Admin area.

Modify Own Time Sheet. This level is required for a user to modify his or her own time sheet data.

Use Frame Meters. A user must be this level or higher to view the frame meter counts. If the meter type is set to manual, this user can also enter the current meter count.

Setup Meters. A user must be this level or higher to change the type of frame meters.

Reset Bowler Stats. A user must be this level or higher to reset or recalculate bowler statistics.

Use Database Clean-Up. A user must be this level or higher in order to use the Cleanup Database function. Unless the user also has configuration

permission (see below) they can only delete the old data as per the saved criteria, without changing the criteria.

Configure Database Clean-Up. A user must be this level or higher to make configuration changes to the Cleanup Database screen. Only high level users should be granted this permission, as incorrect use may permanently remove data that is still needed.

Backup and Restore. This user level is required to use the Back and Restore function, although automated backups will run regardless of the user currently logged on.

Digital Signage. This user level is required to use any of the digital signage functions, including setup of screens, playlists or price lists.

Use Data Exchange. This level is required to run data exchange tasks between a Master Touch Desk and a centre. Scheduled tasks will run regardless of level. Only preconfigured tasks may be run, unless the user also has **Setup Master** privileges as below.

Setup Master Touch Desk. This level is required to set up centre names and server addresses, and to configure Data Exchange tasks between a Master Touch Desk and a centre. The **Data Exchange** privilege is also required to access the Data Exchange screen in order to configure tasks.

6.8.3. Setup Sales Areas

Touch Desk supports having a number of terminals in different areas of the business, and being able to operate any area from any terminal.

For example, there may be terminals at the bowling counter, snack bar, restaurant, and pro-shop. Staff at the front counter can take a booking for the restaurant, or sell a pro-shop item.

To support this ability, the business is divided up in to a number of **Sales Areas**. The first area is predefined as the **Lanes** area. The last area is predefined as the **Back Office**, and has no sales ability. An additional five areas can be defined as needed. Each terminal is then assigned to an area.

A **Sales Area** should be setup whenever any of the following functions are required –

- **Tables**. Each area can contain "tables", and customers can be assigned to these tables. The time the customer has occupied the "table" can also be recorded and any overstays highlighted. The generic term "table" is used, although it may be used for a wide range of things.

  Some examples of "tables" are restaurant tables, pool tables, tennis courts, etc. Basically anything that a customer can be assigned to, or that a customer can occupy for a limited time is regarded as a "table".

  For some areas, Tables is simply a convenient place to park customers with tabs, so that it is easy to see at a glance which customers in this area owe money.

  Optional power control hardware can be used to control any mains powered device associated with the table. For example, the lights over a pool table can be controlled so that they automatically turn on when a customer is checked into the table, and then automatically turn off after a preset time. This control can be used for any mains powered device, including electronic games, mini bowling lanes etc. See Installation and Setup ▸ Table Power Control for details.

- **Bookings**. Bookings or reservations can be taken for "tables" for each area. The term "tables" is generic and may apply to actual tables, pool tables, tennis courts etc.

- **User Control**. Users have different user levels when working in different areas. Sometimes it may be useful to set up a new area to restrict users' rights at a new terminal, even if the functionality of tables, bookings or orders is not required. See Admin ▸ Users for more information on controlling access.

Note that the Sales Area of the terminal does NOT affect the financial accounts. There is no difference between an item rung up in one area and the same item rung up in another area. Both are attributed to the same income account.

To divide sales up in to different profit centres, it is necessary to set up the items under appropriate group headers. See Admin ▸ Items.

Although items from different areas are attributed to the same account, it is possible to filter income reports by terminals, and therefore areas, and thereby view sales from each area.

The following section describes the setup of each Sales Area.

Area Name is the name assigned to the area. For example, "Snack Bar"

Lanes Tab

View Lane Control is used to set the user level need to view the Lanes screen at any terminal in this area. It can also be set to **ANYONE**, allowing viewing even if the user is not logged in, or to **NO ONE** denying access to all.

The ability to view the Lanes screen can useful for finding customers, even if the user has no access for modifying lanes.

Locker Tab.

Use Lockers enables access to the lockers screen from each area.
See Lockers for more details.

Tables Tab

View Tables Screen controls access to the **Tables** screen for this area on ANY terminal. If the concept of "tables" does not apply to this area, select **NO ONE**.

Number of Tables is the number of "tables" available in this area. The maximum is 80.

Pay By Time should be ticked if the customer pays to occupy the "table" for a limited time. For example if the "table" is a pool table. This enables Touch Desk to track the time the customer has been occupying the "table".

Auto Check Out. The Auto Check Out option for the table will be set to this value by default.

Power Control should be ticked if the power to this table is to be automatically controlled by Touch Desk. This feature can be used to control any mains powered device associated with a table, such as turn the lights on over a pool table, control power to mini bowling lanes etc. See Installation and Setup ▸ Table Power Control for details.

Sales Tab

View Sales Screen is the level needed to access the Sales screen on any terminal in this area. Both the user's Sales level and the user's level for the current area must be equal to or higher than this.

Main Item Screen is the item screen that is first display on the sales screen. Normally there would be different main screens for each area, but a key on the screen would link to other areas. For example, a "Lanes" key on the snack bar screen could bring up the main screen from the lanes front counter. See Admin ▸ Setup POS Item Screens to set up these screens.

It is also possible to restrict what can be sold from each terminal by setting up the screens in such a way that there is no access to forbidden items.

Pre-Auth is the default amount for pre-authorisations placed on a customer's credit or debit card in order to increase their credit limit. A user level can also be set to restrict which users can change this default value at the time of the sale. See Sales ▸ EFTPOS Screen ▸ Pre-Authorisation for more information.

Orders Tab

View Order Screen control access to the Orders screen for this area from ANY terminal. If Orders does not apply to this area, select **NO ONE.**

Create Order without Sale. Orders are normally created directly from a sale. However there are some instances when it is desirable to just create an Order without a sale using the Order Only button. This setting then defines the necessary user level.

Create Sale for Order. Where an order has been created without a sale, this setting defines the user level necessary to create a sale from that order using the New Sale button on the Orders screen.

Customer Required. Tick this box to force all orders to be associated with a customer.

Auto Collected. Orders that are **Ready** will automatically be converted to **Collected** after this period of time. Enter 0 to never convert. This saves the extra step of having to manually set the status to **Collected** and can save time in busy snack bars.

Send to Lanes. If ticked, a message will be sent to the appropriate lane when an order for any customer on that lane is ready. See also Lane Information Screen ▸ Display Tab ▸ Show Orders.

See Orders for more information.

Order Printing Tab

Print to Remote Printer. Select a remote printer to automatically print the order. See Admin ▸ System ▸ Sales ▸ Remote Printer Locations to set up a remote printer.

Bookings Tab

View Bookings Screen controls access to the **Bookings** screen for this area on ANY terminal. If **Bookings** does not apply to this area, select **NO ONE**.

Admin Tab

View Admin Screen is the level required to view the **Admin** screen on any terminal within this area.

Log Off Tab

Log Off Screen is the screen that will be displayed when the user logs off or is automatically logged off. For example, at the bowling counter it may be set to the **Lanes** screen, thereby displaying the current lane status without users needing to log on.

It is important to note that the log off screen will be displayed at log off even if a user level is normally required to view this screen.

6.8.4. Setup Terminals

This screen is used to configure settings that can vary from terminal to terminal.

The name of the terminal is the same as the computer name assigned in Windows.

The initial screen shows a list of all existing terminals, and allows the user to create, edit or delete terminals.

The title bar shows the name of the current terminal, and the total number of terminals that can be created. The number is limited by the Touch Desk license. Contact your supplier for an upgrade if more terminals are required.

- **To create a new terminal,** click **New.** To create a new terminal with similar properties to an existing terminal, click on the existing terminal first then click **New**. It is also possible to create a new terminal by simply starting Touch Desk on the new terminal, but terminals created in this way will have default settings. Using the **New** button to create the new terminal from an existing terminal first will allow the settings of the existing terminal to be copied to the new. The number of terminals that can be created is restricted by the system license. Contact your supplier to upgrade the number of terminals allowed.

- **To edit an existing terminal,** click on the terminal then click **Edit**, or just double-click on the terminal.

- **To delete a terminal,** click on the terminal then click **Delete.** It is not possible to delete the terminal currently being used.

- **To edit or delete more than one terminal at once,** use the **Ctrl** and **Shift** keys with the mouse to select multiple terminals then click **Edit** or **Delete**. This technique can be very useful for applying changes to all terminals at once.

The settings for each terminal are –

Computer Name. This is the name of the computer as set within Windows, and is also used as the name of the terminal. Generally it should not be changed here, unless adding a new terminal other than the current terminal.

Area. This is the Sales Area to which this terminal belongs. See Admin ▸ Setup Sales Areas for details on areas.

Master. Each Sales Areas must have a designated master Touch Desk terminal. This terminal is responsible for various automated functions such as automatic check out and check in of lanes and tables, printing orders for that area, etc. Touch Desk will select a master if none is set. However, in the case where some terminals are not always switched on, then select one as the master in each area and make sure it is always on.

Note that if there are no terminals online and selected as a master for any area, then a Touch Desk running on the same computer as the lane server will also perform these tasks automatically. This is true even if this Touch Desk is only configured as a back office.

Remote View will open a window to remotely view and control the terminal from this computer. See Setup and Install ▸ TightVNC Remote Viewer.

6.8.4.1. Folder Paths

There are some shared folders that each touch desk terminal needs to access for some functions. Depending upon the network setup, these paths may be different for each terminal.

Accounts Export Folder. This is the folder where the export file for the accounting package will be created. Usually all terminals on a network are set to export to a single shared folder on the same computer as the accounting

package. The default is a shared folder on the Lane Server (\\Lane Server Data\\Accounts). Use only the default location if using a Master Touch Desk to collect export files from remote centres.

6.8.4.2. Printers Tab

Receipt Printers. Select the actual printer as defined by windows to be used for receipts both locally and at each remote location. See Set up Printers for more information.

Local Receipt Type. Select the type of the local receipt printer. This setting is only required if any of the following functions are used-

- The Cash Drawer is connected directly to the receipt printer

Note that most brands of receipt printer will support the ESC/POS standard. See the printer manual for details.

Always Print Local Receipt. If set, a receipt for all sales will be printed to the local receipt printer, even if none of the items sold have been set to require a receipt, and even if the sale is to be paid later. To print only when payment is received, turn on receipt printing for each payment type in Items Setup instead.

Always print Large ID number. If set, the last 3 digits of the transaction ID number will be printed in large text at the top of the local receipt. This can be used to call out food orders when they are ready for example. The large digits will also print if this sale has items that require printing at a remote printer whose Large ID number option is set. See Admin ▸ System ▸ Sales ▸ Remote Printers

Auto Print Bill when Closed. If the customer has been running a tab, the entire bill will automatically be printed when the tab is closed. This will replace the normal receipt, which would only show the current transaction.

If required, a bill can be manually printed using the Short Bill or Long Bill buttons prior to or after accepting payment.

General Reports Printer is the default printer to be used for general reports.

Score Sheet Printer. Select the printer to be used for printing score sheets.

Print in 40 character mode if the Score Printer is the same as the Receipt Printer. This option allows printing of score sheets on receipt printers, for those terminals which are not fitted with a wider printer. For example, bowlers might move to the Cafe after their game, and the Cafe operator can check them out and print a sheet for them.

To enable this feature, make sure that the score sheet printer is set to be the same printer as the receipt printer, and that this check box is set.

Normal wide scores with background graphics etc can still be printed from this terminal if another printer is selected prior to printing.

6.8.4.3. POS Tab

This screen contains settings for the devices used by the POS system that are configurable by terminal. See also System Setup ▸ Sales, Setup Areas ▸ Sales and Setup POS Devices for details on compatible devices.

Touch Desk uses serial COM ports to connect with most of these devices. The device may be connected to an actual RS232 serial port, or via USB. When connected via USB, a driver will be required so that the connection emulates a COM port. Other than this, no specific drivers are required.

To see what COM ports are available, go to **Windows Control Panel ▸ System ▸ Device Manager ▸ Ports**.

Actual COM ports (not USB) have settings such as Baud Rate which must match the connected device. To change the port settings on the computer, right click the appropriate port then select properties. To change the settings on the device, see the device's manual.

Pole Display. Select how the Pole Display is connected to the computer.

- **On Receipt Printer**. Use this option if the Pole Display shares a COM port with the receipt printer. Many displays provide appropriate cabling to support this. If using a Generic Text driver for the receipt printer, go to **Control Panel ▸ Printers**, right click on the Receipt Printer, then **Properties ▸ Printer Commands ▸ Begin Print Job** and enter **<1B>=1** . This ensures print data is sent to the printer and not the display.

- **COM Port** - Select the COM port to which the pole display is connected.

  See the comments above regarding COM ports, settings and USB.

Make sure that the display is set to support ESC/POS commands. See the display's manual for more information.

Item Scanner, Customer Scanner, User Scanner. Select the type or port of the connected scanner. The **Item Scanner** will be used to scan items for sale. The **Customer Scanner** will be used for scanning customer loyalty cards. The **User Scanner** is used by operators to log on to the system.

The same setting may be used for one or more scanners if a single scanner is to be used for multiple functions.

The term "scanner" applies also to magnetic card readers.

See Setup POS Devices ▸ Barcode Scanner for more information on scanners.

Cash Drawer 1 & 2. Select the type of cash drawer and how it is connected to the computer. Two cash drawers can be used when Banking by User mode is selected.

- **Manual.** The cash drawer is operated manually, there is no control from the computer.

- **On Receipt Printer.** Use this option if the cash drawer is connected directly to the receipt printer's cash drawer port. For this configuration, ensure that the type of printer is also set correctly in Local Receipt Type. Both Cash Drawer 1 and 2 can use this same setting for printers that support 2 cash drawers.

- **COM Port**. Select the **COM** port to which the cash drawer is connected. See the comments above regarding COM ports, settings and USB. Only use this option for cash drawers that open when any data is present on the port.

- **OPOS Driver**. Use this option if the cash drawer has an OPOS driver installed. Then enter the name of the cash drawer in **Device Name.** This

name can be either the device name or the logical name as setup in the configuration software supplied with the cash drawer.

- **None**. This terminal does not accept cash. The Cash fields will be greyed out.

Wait For Cash Drawer to Close. If this option is selected, then it will not be possible to clear the Sales screen or make another sale until the cash drawer has been closed. This option is only available with cash drawers that have an OPOS driver and support detection of the drawer being open.

Sound Alarm if Drawer Open for xxx seconds. An alarm will sound if the cash drawer is left open for longer than the period entered. Enter 0 to disable the alarm. This feature is only available for cash drawers with an OPOS driver. To use a different sound replace the CASHDRAWER.WAV file in the Touch Desk folder.

Open for EFTPOS. If set, the cash drawer will open for EFTPOS sales, to allow the credit card slip to be stored in the cash drawer.

Open for other. If set, the drawer will open for sales with other tender, to allow the check or other payment document to be stored in the cash drawer.

Liquor Dispensing System

Touch Desk will interface to a Berg Liquor Dispensing System (LDS), using Berg's Generic Driver, or to any other system that is compatible with this driver.

Drinks poured will be automatically rung up on the Sales Screen.

The dispenser can optionally be prevented from pouring when the sale cannot be rung up. For example, if the operator does not have permission to pour, a shift is not open, or the item is not available for sale in this period.

When setting up the Berg system –

- Select Berg Generic Driver
- Ensure the serial port parameters remain at the default of 2400, 8Bits, No Parity, 1 Stop bit
- Enter the Item Number from Touch Desk as the PLU for each drink.
- Do not use any modifier or trailer characters.

- Use **Pour with Release** mode if using the **Locked Mode** as described below.

The LDS can operate in either of two modes – locked or unlocked.

Unlocked Mode

In the un-locked mode, the LDS simply sends information on each pour to Touch Desk, and these pours can be deleted or extra pours rung up without any restriction.

Locked Mode

In the locked mode, sales of drinks are enforced to be the same as that dispensed by the LDS.

While the operator can edit the sale, for example delete lines when paying separately, any drinks not rung up will appear again in the next sale.

The operator can also be prevented from closing the shift if there are any drinks poured but not yet rung up.

To allow for spillage or genuine repours, a generic drink refund key can be used to offset the value of the lost drink. Use of this key or item can be controlled by user level, and tracked by operator as for any other item.

There are 4 different settings which must be set to enforce the lock mode –

- Check **Lock Sales from Liquor Dispenser** on this screen.
- For each item that is to be controlled by the dispenser, check Admin ▸ Setup Items ▸ LDS Lock
- Deny regular users the ability to close a shift with drinks owing in Admin ▸ Setup System ▸ Sales Tab
- Set the **Pour With Release** mode in the Berg LDS, to ensure it will not pour unless authorised by Touch Desk.

Note that the **Lock Sales from Liquor Dispenser** can be different for each terminal, so that sales in one area (eg Bar) can be locked, while sales from another area without an LDS (eg Restaurant) are not locked.

This setting can also be set on terminals without an LDS, which would usually disable the use of the locked items by requiring the total ring-ups to be zero before the shift is closed.

However, if the ordering system is used to place an order for the bar items, then they no longer require dispensing at the current terminal, but can be dispensed elsewhere from the order screen. See Orders ▸ Bar Orders for details.

Com Port. Select the COM port to which the LDS is connected. See the LDS manual for cabling details. See the comments above regarding COM ports, settings and USB.

6.8.4.4. EFTPOS Tab

Allow Cash Back for EFTPOS Sales. This option allows the user to enter a cashback amount, so that customers can withdraw cash from their bank account via the EFTPOS terminal at time of sale. The cash is then removed from the cash drawer and handed to the customer. Note that this option simply enables the cash back feature in Touch Desk, whether or not the transaction is actually allowed depends upon the card terminal setup, the card type, the payment processor's setup etc. Also, option does not affect the Cash Back prompt appearing on the EFTPOS terminal screen. See the terminal setup to enable/disable this prompt.

Card Terminal. Select the type of card payment terminal connected to Touch Desk, and the com port or IP details if applicable. Contact your supplier for details on the availability of this option. See also the comments above regarding COM ports, settings and USB.

***WARNING**! For improved security of card holder details, we recommend that the card terminal be connected to Touch Desk via a serial port only, and that the terminal is installed on a network completely isolated from the Touch Desk network. Touch Desk does however provide support for PAX terminals connected via IP.*

See Sales ▸ EFTPOS Sales Screen for information on using the linked terminal.

The Card Terminal interface is an optional Touch Desk feature. Contact your supplier if this option is greyed out.

Host. Select the payment processing host.

Always Print Merchant Copy for Cards. If set, Touch Desk will print a merchant copy of every transaction performed through a linked card payment terminal. If not set, a merchant copy is only printed when a signature is required. This setting only applies when the card terminal is linked to Touch Desk, and the terminal does not have its own printer. For terminals with their own printer, the terminal itself can be set to print a merchant copy.

Include Tip in Sale Total. For credit card terminals or applications that do NOT support tips, this option will simply add the tip to the sale total, and process this total amount as a sale.

This option should only be used if processing tips in the normal way fails, as including the tip in the sale may increase the merchant fee payable.

You should also check that your merchant agreement allows for tips to be added to the sale total in this way.

Allow a tip to be added to an existing sale (Adjust). This option should be enabled for linked terminals that support using an Adjust transaction to add a tip to an already completed sale transaction. This will enable the **Add Tip** button. If this feature is not provided by your payment provider, then use a preauth/capture procedure for tips instead.

Allow a shift/batch to be closed with open PREAUTHS. These settings determine whether a shift or card terminal batch can be closed while there are outstanding PREAUTHS (not captured) for this terminal. See EFTPOS Sales ▸ Pre-Authorisation for details.

To clear unused preauthorisations, ring-up a 0 dollar EFTPOS sale to the customer (or use the **COMPLETE** button on the payments screen). This must occur at the terminal where the original PREAUTH was done. Alternatively, simply clear the PREAUTH in the customers screen. See Customers Screen ▸ Details ▸ Pre-Authorisation.

6.8.4.5. Screen Tab

Touch Desk can generally be resized to any screen size as needed, just like any other program. However it is sometimes an advantage to have the size fixed and not allow any changes. This is particularly useful when running Touch Desk on small screen devices like a tablet.

To fix the size, tick the **Lock Touch Desk Size** option and enter the desired size in pixels. The current size is shown as a reference.

The size parameters will have no effect unless **Lock Touch Desk Size** is ticked.

For practical reasons, there is a minimum size limit of 1026 (wide) x 739 (high).

Number of Columns on Order Screen – set the number of columns of orders to be displayed on the order screen.

6.8.4.6. General Tab

Cash. This is the item used to accrue all cash payments. See Admin ▸ Items for details on setting up the Cash item. Note that the Cash item must be set to type PAYMENT, not SPECIAL.

Banking Variance. This item accrues the difference between payments made and the amounts actually banked. For example, if cash sales of $1000 have been rung up, but when the money is counted and banked there is only $995, then the Variance will be negative $5. See Admin ▸ Items for details on setting up special items

Tips This item is used as a holding account for Tips as entered in the sales screen. Tips can then be paid out to staff members as required. A single account can be used for all staff, so long as tips are correctly assigned to the staff member when collected. Alternatively, a common pool of tips can be held.

If tips are to be allocated to individual staff, use a Customer Trust Fund, else a General Trust Fund will suffice.

If set to None, the tip option will not appear on the Cash Sales or EFTPOS sales screen.

Assign Tip to current user. If this option is set, the current logged in user will appear as the default receiver for the tip. It can be changed to any other user if desired. If this option is not set, there is no default receiver.

No Sale Item. Select a special item that is to be used to record the use of the **No Sale** button. While this item will have no value, the use of the **No Sale** button can still be tracked using quantity reports, or transaction searches. See also the No Sale button.

Auto Log Off. This sets the number of minutes that Touch Desk can remain unused (no key pressed or mouse clicks) before the current user is automatically logged off. This prevents unauthorised use of the system when it is unattended. In particular it prevents the cash drawer from being opened.

Set the time to 0 minutes to disable automatic log off.

Auto Log Off after each Sale. This option will automatically log the user off after each sale is completed. This options should be used in conjunction with the time out above, as it will not log the user off if the sale is not completed or is cancelled.

Enable Banking by User. Use this setting when each user or server is responsible for holding the cash from their own sales, rather than sharing a cash drawer. See Banking by User for more information.

Lane Intercom Ring. If set, a ringing sound will be played through the computer speakers whenever an intercom call from the lanes is waiting. To use a different sound, replace the INTERCOM.WAV file in the Touch Desk folder.

Lane Service Alarm. If set, an alarm will sound through the computer speakers whenever a DRINKS or SERVICE request is made from the lanes. To use a different sound, replace the SERVICE.WAV file in the Touch Desk folder.

Require Notes on Voids & Refunds. This setting will not allow any transactions that involve negative tender (e.g. voids or refunds with negative cash, EFTPOS etc) unless a descriptive note has been entered.

6.8.5. Setup Users

This screen is used to manage user names, passwords and levels.

Users are required to log on to the system by entering their login name and password or swiping/scanning their ID card.

This allows Touch Desk to:

- Restrict access to certain parts of the program based on the user's level.
- Record the user for each transaction or sale entered.

Each user is assigned a level for each sales area. These levels are:

- **Owner** (highest)
- **Manager**
- **Shift Supervisor**
- **Senior Operator**
- **Junior Operator**
- **No Access** (no access regardless of the required user level)

A required user level can be set for each function or screen within Touch Desk. Only users whose level is equal to, or greater than, the required level can access those functions.

See Admin ▸ System for setting required user levels systems wide, and Admin ▸ Sales Areas for setting required user levels for different sales areas.

This method of user control is very flexible. For example, a mechanic may be given full access to the **Lane** screen, to enable them to maintain the scoring, yet be prevented from accessing the **Sales** screen, whereas a junior front desk user may have access to the **Sales** screen, but be denied access to critical setup functions in the **Lanes** screen. A user may also be granted access to the **Sales** screen in the Snack Bar, but denied access to the **Sales** screen at the front desk.

When the Setup Users screen is displayed, it will show a list of users whose Admin level is less than or equal to the current user. For example, a **Manager** can only setup users that have a level less than or equal to **Manager**. If the

required user level for setting up users is higher than **Manager**, then a manager may not access then Setup Users screen at all.

Only a user with a level of **Owner** can edit all users. Touch Desk will ensure that there is always at least one **Owner** in the system.

- **To create a new user**, click **New**.

- **To edit an existing user,** click on the user then click **Edit**, or just double-click on the user.

- **To delete a user,** click on the user then click **Delete.** Once a user is deleted, their name will no longer appear in reports. To deny access to a user, but still have them appear in reports, simply delete the password so they can no longer log in.

- **To edit or delete more than one user at once**, use the **Ctrl** and **Shift** keys with the mouse to select multiple users then click **Edit** or **Delete**.

Name. This is the user's full name as it will appear on reports. Note that changing a name will change the name on reports, even those of past events. However the report will also show the user's unique number to avoid any attempt at deception by changing names.

Log In Name is the name used to log in to the system, and is generally a short nick name to avoid typing the user's full name at each log in.

New Password. A new password can be entered here. A password cannot be blank. The password is not case sensitive – this means it may be entered in either lower case or capital letters.

All users should be encouraged to change their password regularly and not divulge it to anyone. Nobody can read another user's password from the system, not even an **Owner**. This ensures that nobody can impersonate another user by using their password.

DO NOT LOSE THE OWNER PASSWORD! If all the owner passwords are lost there may be no way to fully access your database.

Enter Password Again. When changing a password, it must be entered again, as a precaution against mistyping.

Scancode. Click here and scan or swipe the user's ID card. The card can then be used to log into the system, without typing a username or password.

To log in, swipe or scan the card –

- At any time when there is no one else logged in.
- At the normal Log On screen.
- If the user scanner or reader is not setup for any other purpose (customers or items) then you can scan or swipe at any time, even if another user is logged in. The other user will be automatically logged out.

To use the **Clock On** or **Clock Off** function, click on Log On, swipe or scan the card, then select **Clock ON** or **Clock Off** as usual.

All users should have a password stored in the system, even if they are using a card to log on.

See Setup POS Items ▸ Scanner for information on setting up a suitable scanner or card reader

Note that the user scanner or reader should be the serial type, not the keyboard wedge type, as the serial type is more secure.

NEVER USE A CREDIT OR DEBIT CARD AS AN ID CARD, as the system is NOT designed to adequately secure this type of information.

It does not matter what code or information is stored within the scan code, as long as each user's card is unique.

Levels

Each user is assigned a level for each of the main modules and sales areas in Touch Desk as below -

Lanes – used to access the **Lanes** screen from any terminal

Sales Areas by Name (6) – used to access the **Tables**, **Orders**, and **Booking** screens for this area from any terminal, and to access the **Sales** screen on any terminal within this area.

Note that the actual name of each area as set in Admin ▸ Sales Areas will be displayed.

Sales – used to access the **Sales** screen. The user must also have access to the area to which the terminal belongs.

For example, assume the required user level to view the **Sales** screen in the Snack Bar is Senior Operator. Then only users whose Snack Bar AND Sales user level are both senior (or higher) may use the **Sales** screen on a terminal that is assigned to the Snack Bar.

Customers – used to access the **Customers** screen from any terminal

Admin – used to access the **Admin** screen from any terminal.

Master Touch Desk – when Touch Desk is running in Master mode, controlling a number of centres, this is the maximum level that this operator will have for any area when using the Master Touch Desk. Typically it is used to ban access to the Master Touch Desk for most employees by setting this to NO ACCESS.

Note that you can keep employee contact details such as phone number, address etc in the customer database, and assign a special customer type (eg Employee) to them. It is then easy to search for customers by type to view or print all the employee's details.

Link to Customer Database

Each user can be linked to an entry in the customer database. This is useful for storing employees' contact details. It also provides a customer ID for the employee to use for transactions such as paying out tips.

To link a user, click the **Create Link** button, and the usual New Customer screen appears. This can be used to search for an existing customer or create a new one. See New Customer Screen for more information.

To remove the link, click **Remove Link**.

To link to a different customer, first remove the current link then create a new one.

To make any changes to contact information after the customer has been created, use the Customers screen as usual.

By default, customer linked in this way will have the Employee field set.

6.8.6. Edit Time Sheets

The Employee Time Sheets report in General Reports is based on the users clocking in and out using the Log On screen. However, there may be times when it is useful to manually edit these clock in and out times.

User permissions for editing time sheets are set in Admin ▸ System Setup ▸ Admin Tab. It is suggested that users NOT be allowed to modify their own sheets, as this approach is open to abuse. Requiring users to clock in and out using their password ensures that they were actually present at the time.

Note that you must select a User at the top of the screen in order to create a New Time Sheet entry.

You should ensure that the time sheet data entered manually does not contain any overlapping periods.

This screen is intended for occasional manual adjustments only. For reports, use the Time Sheet report in General Reports.

6.8.7. Setup Items

Items are used to track all sales within Touch Desk.

An item can be a simple item like a can of drink, or a game of bowling. It can also be a combination item (for example - Game, shoes, fries & a drink). Special items are also used to track account payments, rounding etc.

Items can be arranged in groups so that subtotals can be generated in reports. For example, all bowling items might be placed in a group called Bowling Income. Groups can also be nested so that there are subgroups within groups.

Items are mapped to account codes when exporting data to an accounting package. Each item may have its own code, or only the group's total may be

mapped to a single code, depending upon the amount of detail required within the accounting package.

The setup of items is very important, and will greatly affect the detail and type of financial information available to the accounting package, and that will appear in Income Reports.

It is also important to arrange the items on the **Point of Sale** screen in a logical and easy to find order.

6.8.7.1. Creating and Arranging Items

To display the **Item List** screen, click on Admin ▸ Items.

The left hand side of the screen displays the list of items, grouped within their group headers.

The right hand side shows the **Point of Sale** screens, on to which items must be placed in order to be available for sale. See Setup POS item Screens.

- **To display the items within a group,** click on the + sign at the group header.

- **To create a new item,** click on the item immediately above where the new item is to be placed and click **New**. The new item will have similar attributes to the item above.

- **To edit an existing item,** click on the item then click **Edit,** or just double-click on the item. Note more than one item can be selected by using the **CTRL** and **SHIFT** keys with the mouse. This allows changes to large numbers of items to be made at once, rather than editing each item individually. Note that any changes to an item's name of group will also be reflected in reports of past sales of this item.

- **To delete an item,** click on the item then click **Delete**. Once an item is deleted, it will no longer appear on reports for past events. If an item is no longer to be sold, but has been used in the past, it is best to simply remove it from the **Point of Sale** screen. Use the **CTRL** and **SHIFT** keys with the mouse to delete multiple items in one action.

- **To change the order of items,** drag the item to its new position. The order of items in reports will be the same as displayed here.

- **To move an item to another group,** drag the item to the correct group, or **Edit** the item and change the **Group** field.

- **To search for an item**, click on the magnifying glass. Enter either the Item number or part of the name and click OK.

  When searching on a name, only part of the name need be entered. Any item whose name contains the search name will be found

  If only one item matches the search, it will be displayed for editing. If multiple items match the search, they will be selected in the list only.

  - **To reuse an Item ID**, create a new item as usual but click the **Re Use ID** button prior to saving the item. Choose the ID to re-use from the list of previously deleted IDs.

    Caution! Re-using an item ID should only be used to restore an item that has been accidentally deleted. Do not re-use IDs for new items, as any transactions that took place on the old item will now appear as the new item in reports. This can lead to confusion.

    If the ID you wish to re-use is not in the list, then it has already been re-used elsewhere.

6.8.7.2. Editing Items

The **Items** screen contains all the fields necessary to setup items. Some fields are not valid for all item types and may not be displayed.

Name. This is the name of the item. Note that sales of items are recorded by the unique item number as shown at the top of the screen, not by name. This item number is assigned by the system, and cannot be changed.

Type. Items can be many different types as shown below.

- **Normal**. A simple item that can be sold.

- **Group Header**. An item that is used to group other items together to create a subtotal.

- **Payments**. These items represent types of payments, such as Cash, checks etc. At least one Payment type must be present for cash. Once the cash item has been setup, it must be selected in Admin ▸ Terminal ▸ General Tab for each terminal.

- **EFTPOS Payments** This type is similar to **Payments** above, but is used for payment types that occur via an EFTPOS (electronic funds transfer) terminal. Only **EFTPOS** type items will be available for payments through the terminal. Examples are credit card, debit card, etc. You can setup individual accounts for each card type, or just one account to keep the total for all cards. When using individual accounts, ensure they are grouped under an EFTPOS group header.

  When Touch Desk is linked to a card terminal, the payment item used to record the payment will be automatically set based on the card type used at the card terminal. To use this feature, setup items using the following standard names –
  For individual card types use -
  - Mastercard
  - Visa
  - AMEX
  - Diners Club
  - Or the actual card type as returned by the terminal.

  To group by generic type only, use the following keywords in the name -

  - Credit (eg “Credit Card” or “Credit EFTPOS” or just “Credit”)
  - Debit
  - Check
  - EBT
  - Gift
  - Loyalty

  Note that different payment providers and card terminals support different card types. For example, some return MASTERCARD or VISA, where as others return only CREDIT for these types.

If available, Touch Desk will first try to match the actual card type as returned by the terminal.

If not found, it will try to convert the actual type to one of the standard types above (ie Mastercard)

If still not found, it will then try to match the generic type (ie Credit)

If still not found it will look for an EFTPOS item named OTHER

If still not found, the default item as set on the payments screen will be used to record the payment. Therefore there should be an additional item called OTHER, and this should be set as the default EFTPOS item. See Admin ▸ Setup System ▸ Sales ▸ Default EFTPOS Item

If there are any types of transaction that can be processed on the card terminal that are NOT supported by Touch Desk, then setup a payment item for these types but do NOT make it a EFTPOS payment type. It will then be available in "Other" payment types and can be rung-up manually to match the card terminal. The item can still be grouped under an EFTPOS header item so it shows on reports as being part of EFTPOS sales, even though manually entered.

If using the Batch Close command to automatically enter banking from the card terminal, then the following item names (or names containing these keywords) must exist, as these will be used to record banking.

- Credit
- Debit
- Check
- EBT
- Gift
- Loyalty

Note that is it not necessary to use the same items for recording banking as for sales. For example, you could break up sales into card types such Mastercard and Visa, even though banking for both would come under CREDIT. This will create individual variances on reports, but the total Variance for all EFTPOS items grouped under a single header should still be zero.

- **Discount Amount or Percentage**. These items are used to discount a sale by a fixed amount or percentage. The amount of the discount is accrued in the discount item. To discount the price of an item directly, use Admin ▸ Pricing Levels.

  For example, say there is a staff discount of 10% on games and the game price is $5. There are two ways to achieve this discount –

  - Setup a Pricing Level called Staff Discount. The sale of a game will show on reports as $4.50. The amounts of discounts given can be tracked using the Cost of Discounts report. Different items can also be setup as being exempt from this discount, or have different discount amounts. This is the preferred method.

  - Setup a **Discount Item** called Staff Discount. A sale of the game will show on reports and in the accounting package as $5.00. The report will also show a Staff Discount of $-0.50. The staff discount can be applied to any item at the discretion of the operator.

    Using this method also has tax implications. When discounting by a percentage, the tax is also discounted proportionately across all items discounted. When discounting by a fixed amount, the tax on the previous item only is discounted, as it is assumed the discount applies to this item only.

    Generally, it is preferred that pricing levels be used to issue discounts.

- **Combination.** These items combine other items, so that a single POS key can be used to sell a number of items. They are most commonly used for special combos like "Game, Shoes, Fries and a Drink". Separate items are setup for each part of the combo, each with their own price. In this example, there would be game item, shoe hire item, food item and drink item. These items can be in separate groups (e.g. Bowling, Shoes, and Food) so that the amount collected for the combo is divided among the income groups correctly. Note that receipts given to customers will only show the total combo price, whereas reports will show the breakup.

- **Tax.** These items are used to apply tax to an item. See the Setup Tax Items for an explanation of taxes

- **Special.** The system requires a number of special items, which it uses to assign various amounts to ensure that all transactions balance, and to export these amounts to the accounting package. These special items must be created here, and then assigned in:

  Admin ▸ Terminals ▸ General
  Admin ▸ System Setup ▸ Sales

  In a system with multiple terminals, different cash and variance items can be assigned for each terminal. This allows cash from each terminal to be tracked separately.

  The special items required are:

  - **Rounding Item.** Adjustments resulting from cash sales being rounded up or down. Not required if rounding is not used.
  - **Banking Variance.** The difference between the amounts paid, and the amount actually banked. Also known as under-rung or over-rung for cash.
  - **Customer Accounts.** This is the difference between the sales rung up and the amount paid, and represents money still owing on Customers accounts, or payments by a customer of an account.

- **General Trust Fund.** These items are used for general holding accounts such as League Prize funds, jackpots, etc. For example, each league player may contribute to the prize fund each week. The item is rung-up and cash collected as normal. At the end of the year, the money can be withdrawn from the prize fund by ringing up a negative amount and withdrawing the cash from the till or offsetting it against another item. Where payment is made by another method such as cheque, and adjustment can be made. See Sales ▸ Making an Adjustment.

- **Customer Trust Fund**. These items are similar to General Trust Funds, except the money is held in-trust for a specific customer. They are used for customer deposits for goods, tournaments, reservations, etc. The customer makes a deposit into the fund when a deposit is paid. When the items for which the deposit was made are purchased, the deposit is withdrawn from the trust fund and used to offset the purchase price.

Whenever a customer trust key is selected at the Sales screen, a list of customers who have a current balance will be displayed. Selecting a customer from the list will pay out the current balance.

- **Pay Out**. This item type is used for paying out cash from the cash drawer. It can be used for expenses, or pay outs on lotto tickets etc. It is similar to a **Normal** type item, except that when it is rung up the quantity is minus 1, so that the amount entered as the price is actually refunded.

Group. This is the group to which this item belongs. Only items whose type is Group Header will appear in the list of available groups.

Export Account. This is the name of the account within the accounting package used for this item. See Setup Items for Export.

Export as Item. Tick this box to export sales of this item under their own name, rather than the item's group header**.** See Setup Items for Export

Scan Code. If the item has a barcode that can be scanned, this is the scan code. To enter a new code, click on the code then scan the item, or type in the barcode number.

User Level. A user must be this level or higher to sell or use this item.

Change Price. A user must be this level or higher to change the price of this item by typing in a new price at the **Sales** screen. This setting does not prevent the user changing the price by using a discount item, Pricing Level or Pricing Period.

Base Price. This is the base price of the item. Calculations for tax, pricing level adjustments and pricing period adjustments are applied to this base price. This amount should always be positive.

Available. If ticked, this item will appear on the Sales screen when Base Pricing applies. The Avail box in the Pricing Periods box controls the key when other pricing periods or levels apply.

Note Required. If ticked, the user must enter something in the Notes window when this item is sold. For example, this might be enabled on a free bowling item, to remind the user to enter the reason for the free bowling in the Notes window.

LDS Lock. For items that correspond to drinks from a Liquor Dispensing System (LDS), set this option to ensure that the number of these items rung up matches that actually dispensed. While items can be deleted from the sale, for example when the drinks rung up are to be paid for separately, these deleted items will automatically reappear in the next sale. See Admin ▸ Setup Terminals ▸ POS Tab ▸ LDS Setup for more information.

Locker. Use this setting to designate an item as a locker item. Locker items are the only items that appear on the **Locker Modify** screen showing the history of the locker rental, and are the only items that can set the locker's due date automatically. Locker items can only be sold using the **New Sale** button on the **Locker Modify** screen.

- **None**. The item is not a locker item.
- **No Change**. The item is a locker item, but does not change the due date when sold.
- **1/2/4/8/12 Weeks.** This period is added to the due date.
- **1/2/3/6/12 Months**. This period is added to the due date.
- **1st of Month**. The due date becomes the 1st of the following month
- **Fixed Date**. The due date becomes a fixed date as set in Admin ▸ System Setup ▸ Locker Fixed Date

All items used for the lockers, including those not affecting the due date such as key deposits, should be setup as locker items so as to appear in the summary screen.

Multiple locker items can be combined in to a combo item. Any changes to the due date will be applied sequentially.

If a locker item is refunded, then the adjustment to the due date will normally be reversed. For example, a month will be taken off if the item is set to 1 month. However some date adjustments, such as "fixed date", cannot be reversed. A manual adjustment to the due date will be required in these cases.

See Lockers for more information.

User Withdraw. A user must be this level or higher to make withdrawals from a Trust Fund. Note that withdrawals included within a combo item are excluded.

Tax Code. This is the tax item that is applicable to this item. See the Setup Tax Items for an explanation of taxes.

Price Includes Tax. This box is ticked if the **Base Price** of the item includes tax. See the Setup Tax Items for an explanation of taxes.

Count before Banking (Payment type items only) This box is ticked for any payment types that must be counted before a shift is finalized. For example, it is normal to count the cash in the cash drawer at the end of a shift, so the **Cash** item should have this box ticked. Any discrepancies will then show up in the **Banking Variance** item.

There may be other payment types such as Cheques that will not be counted. Any discrepancies in these amounts will not show up when the shift is finalized, but will be discovered later when the items are banked and the bank account is reconciled in the accounting package.

For EFTPOS payment items, this may be set to either –

- **Yes**, requires counting. The totals from the EFTPOS card terminal must be either manually input or loaded automatically upon batch close. See Sales ▸ Working with Shifts ▸ Card Terminal Batch Close
- **No**, do not require counting. Errors will only be found upon later reconciliation. Totals do not need to be input, nor will they be loaded automatically upon batch close.

Discount (Discount types only) This is the amount of the discount as either a percentage, or an actual dollar amount.

Exempt (Tax type only). A user must be this level or higher to change the tax exemption on a sale. This level is NOT required to perform a tax exempt sale where the customer has been preset to be exempt from a tax. See Customers ▸ Tax Exemptions.

Tax Rate (Tax type only). This is the rate of this tax that will be applied to the **Base Price** of any items using this tax code. See the Setup Tax Items for an explanation of taxes.

Tax Combinations (Tax type only). A tax item can either have a base rate, or be a combination of other taxes. See the Setup Tax Items for an explanation of taxes.

Pricing Periods and Levels. For each Pricing Period and Pricing Level that has been defined, the following fields are required:

Applies. This box is ticked if this pricing period or level applies to this item. If the period or level does not apply, the item will use base pricing during this period or level.

Avail This box is ticked if the item is to appear on the **Sales** screen for this pricing period or level. This allows certain items to only be available during certain periods or levels. If both a period and a level apply to an item, both must be set to Available the item to appear during that period and level.

Default. This box is ticked if the default price adjustment as setup in the Pricing Period or Level is to be used.

Price Adjust. This is an alternative price adjustment when the default adjustment is not used. Adjustments can be by an absolute amount or by a percentage. Some examples are shown below:

-5%	(the price is reduced by 5%)
-1.00	(the price is reduced by $1.00)
=2.00	(the price is changed to $2.00)
Left blank	(the price is not changed)

When the sale price is being calculated, the **Pricing Period** is applied first, then the **Pricing Level**. Adjustments are applied to the **Base Price** before any tax calculations.

Only one **Pricing Period** can be applied to an item at any one time, although several **Pricing Periods** may be active.

For example, a **Pricing Period** for the Week-End may apply on Saturday & Sunday and adjust bowling prices. There may also be a Happy Hour **Pricing Period** from 5-6PM that affects bar prices. Between 5-6PM on Saturday or Sunday both periods are active. The Week-End period can be applied to bowling items, and the Happy Hour to bar prices, but no item can use both.

Order From. This is the default sales area that this item can be ordered from. For the order to be created automatically, either **LOCAL** or **REMOTE** must also be ticked. See the Orders system for more information.

Local Order. This option will enable the order for this item when it is ordered locally. Locally is defined as being sold at a terminal in the same area as the order is to be placed, and for an immediate order.

If the order is to be delayed (status =LATER) or the item is sold from a different area, then the **Remote Order** option below is used to decide whether or not the item is ordered.

Remote Order. This option will enable the ordering of this item when the item is sold at a different area to the order, or for a delayed order.

Note that the **Order From**, **Local Order** and **Remote Order** settings define the default behaviour only. Any line item can be ordered or not ordered during the sale using the Order Details screen. See the Orders system for more information.

Print Receipt. This box is ticked if a receipt is to be printed automatically when this item is sold. Receipts can be printed at either the local printer, or any of the Remote Printer Locations as defined in Admin ▸ System ▸ Remote Printer Locations.

Receipts can also be set to automatically print at the local printer regardless of the items sold in Admin ▸ Setup Terminals ▸ Always Print Local Receipts.

A receipt can always be manually printed by clicking the **Print** button.

Do **NOT** select remote printing here if you are using the Ordering system. Dockets can be sent to remote printers via the ordering system, and this provides better control than simple remote printing using this option.

Bowling. This section is used to enter how much bowling is represented by the item. Each item can represent bowling games, bowling time or shoe rental

Games. This is the number of games represented by this item for pay-by-game bowling. Frames can be entered as a decimal. (0.1 = 1 frame). No item should have both **Bowling Games** and **Bowling Time**.

Time. This is the amount of bowling time represented by this item for pay-by-time bowling, in hours and minutes. No item should have both **Bowling Games** and **Bowling Time**.

Shoes. This is the number of shoe rentals represented by this item.

Extra Frames. When a lane is checked out using the current item as the bowling game rate, the **Extra** item will be used to ring up any extra frames.

Extra Time. When a lane is checked out using the current item as the bowling time rate, the **Extra** item will be used to ring up any extra minutes.

Default Shoes. When a lane is checked out using the current item as the bowling game or time rate, the Shoe item will be used to ring up any shoes owing.

Note the **Extra** and **Shoe** items set the default rate only, the actual rate can be changed when the sale is made.

Track Stock. If this box is ticked, Touch Desk will track the number of these items in stock. Use the **Show Balance** key on the Sales screen to display the stock on hand, and the cost price.

On Hand. This is the number of items currently on hand. It will decrease automatically as items are sold. When new stock is purchased, the on hand amount must be adjusted manually. There are two ways to adjust stock –

- Use the + button here to add, subtract or just enter a new on-hand amount. As stock adjustments are transactions, there must be a shift open on a terminal somewhere in the centre. If one is not opened on the current terminal, a different terminal can be selected. This method can be used at terminals that do not have access to a Sales screen, such as the Back Office.
- Use the Sales screen to ring up the items purchased into stock. See Making an Adjustment for details. This is a quick way to both ring-up a large number of items that are to be entered into stock and to adjust the buy price of each item in a single step. However this method requires the use of the Sales screen, which may not be available at all terminals.

Restock at. This is the minimum stock level for this item. If the on-hand count falls below this level, the item will appear in the Restock Report

Last Cost Price. This is the last price for which the item was purchased. The cost price can be displayed on the **Sales** screen by clicking the **Show Balance** button. This price is for the user's information only. It does not affect transactions in any way. The buy price can be entered here or will be calculated automatically when adjusting stock levels using the Sales screen. See Making an Adjustment

Show Last Cost Price. A user must be this level or higher to view the last cost price at the Sales screen.

Trust Fund Balance. This is the balance of the trust fund. It will change automatically as money is rung up to this item. Use the **Show Balance** key on the sales screen to display the balance of a trust fund. See Making an Adjustment to alter the balance without ringing up a sale.

Combination Window. This screen will appear when the item type is set to **Combination**.

- **To add items to a combination item**, either drag them from the list on the left to the right, click on the item then **Add Item to Combo**, or just double-click on the item.

- **To delete an item**, click on the item then click **Delete Item from Combo**

Rates for Additional Bowling. For combinations that include bowling, it is also possible to set the rate for additional games or time. For example, say a combination consists of a game, coke and shoe hire, and a bowler on this rate bowls 2 games. The combo will only be rung up once, and the additional game will be rung-up at the rate specified in Additional Bowling.

6.8.7.3. Editing Multiple Items

An important feature of Touch Desk is the ability to edit a large number of items in one action, as sometimes a change may need to be made to thousands of items.

For example, say it is required to change the user level needed to sell an item for all items in the Snack Bar. There could be thousands of items and it would

be very tedious to change each individually. By editing all the items at once, this change can be made quickly.

To edit a number of items, firstly select the items using the **CTRL** and **SHIFT** keys in conjunction with the mouse. For example, to select all items under the Snack Bar header, select the first item, then hold down **SHIFT** and select the last item. Then click on **Edit**.

If the items selected are of different item types, a screen will appear to allow selection of the type to be edited. The Edit screen will only show settings that apply to all of the items selected, and it is therefore more useful to edit only one type at a time.

If **All Item Types** is selected, only those item settings that apply to all types will be displayed.

When editing multiple items, be careful to change only those settings that will apply to the items being edited. Do not click on, or type any data in, any other setting or it will be applied to all the items selected.

While editing multiple items is a powerful tool, it can also lead to problems as massive amounts of data can be changed in one action. It MUST be used carefully.

6.8.7.4. Setup Tax Items

This page explains the setting up and calculation of taxes.

Tax type items are setup for each tax that can be applied. The tax item is setup with the name of the tax and the rate.

The **Tax Code** field on each normal item is then used to specify which tax item (if any) applies to this item.

If more than one tax applies to any item, then a combination tax item must be created to combine the applicable taxes into one tax code.

For example, if Sales Tax of 10% and State Tax of 20% is to be applied to the Social Game item, the items should be setup as follows:

- Create an item called *Sales Tax*, and set the type to Tax, and the tax rate to 10%.
- Create an item called *State Tax*, and set the type to Tax, and the tax rate to 20%.
- Create an item called *Sales+State Tax*, and set the type to Tax. Tick the Combination box, and enter *Sales Tax* as tax code 1, and *State Tax* as tax code 2.
- In the Social Game item, set the Tax Code to *Sales+State Tax*.

The following item fields apply to taxes:

- **Tax Rate.** This is the rate of this tax that will be applied to the **Base Price** of any items using this tax code. Tax rates are always expressed as a percentage of the pre-tax price, regardless of whether the **Base Price** includes tax or not.

  For example, for a base price of $100 and a 10% tax rate:

  - If the **Base Price** does *not* include tax. Tax amount is $10. Total sale price is $110.

  - If the **Base Price** does include tax. Tax is $9.10, which equals 10% of pre tax price of 90.90. Total sale price is $100

  If a tax is specified as a percentage of the sale price rather than the pre-tax price, then the rate can be altered to allow for this.

  For example, if an item is to be sold for $100 including tax, and the rate is specified as 10% of the *total sale price* ($10), then enter the rate as 11.11%.

  - Pre tax price = $100-$10 = $90.
  - Tax = $10.
  - Rate = tax / pre-tax price =10/90 =11.11%

  When multiple items are sold in a single sale, Taxes for items whose base price does *not* include tax are calculated over the whole sale to minimise rounding errors.

  Taxes for items whose base price does include tax are calculated on a line by line basis, to ensure the total price for any item is exactly the **Base Price** regardless of rounding. This may result in the final tax paid on a sale

varying from the expected amount by a cent or two due to rounding. To avoid this, do not use base prices that include tax.

- **Tax Rounding**. The tax rate may result in an amount of tax that is a fraction of a cent. In these cases, the tax can be rounded up or down to the nearest cent, in accordance with the desired rounding method
    - Always round down
    - Round amounts of 0.5 cent or more up, else round down
    - Always round up to the next cent.

- **Tax Combinations.** A tax item can consist of a basic rate, or it can be a combination of other taxes.

  Only one tax item can be applied to any sale item. Therefore tax combinations must be used if an item is subject to more than one tax type.

  When tax is applied using a tax combination item, taxes are still calculated as a percentage of the pre tax price, not the accumulated price including other taxes.

  For example, if the base price is $100 not including tax, and a combination tax of Tax1 at 10% and Tax2 at 20% is to be applied, then:

  - Tax1 = 10% of $100 = $10
  - Tax2 = 20% of $100 = $20
  - Total sale price = $130.

  If Tax2 should be applied to the amount including Tax1 (i.e. 20% of $110), then the Tax2 rate should be entered as 22%.

  - Tax1 = $10 as before
  - Base + Tax 1 = $110
  - Required Tax2 = 20% of $110 = $22
  - Tax 2 rate to be entered = 22/100 = 22%
  - Total sale price = $132

Tax combinations should only be used when the base price does **not** include tax. Calculating back to a base price with multiple tax rates can result in

rounding errors and apparent inconsistencies based on the order the taxes are applied and rounding considerations, and is therefore best avoided.

6.8.7.5. Setup Items for Export

When a shift is finalized, a transaction summary of the shift is automatically written to an export file, which can then be imported into an accounting package.

Currently only the QuickBooks IIF file format and a generic CSV format is supported. While the IIF file has only been tested with QuickBooks Accounting, many other accounting packages support this format. If you require an alternative file format, please contact A.K.Microsystems for availability.

The entire shift is exported as a single sale of items. There are two pieces of information needed for each item – the item name to export and the account to which each item belongs. The **Export Account** and the **Export as Item** fields control this information.

Export Account. This is the name of the account within the accounting package to which this item belongs. If the **Export Account** is blank, the **Export Account** of the items' group header will be used. If this is also blank, the **Export Account** of the group header's group header will be used and so on.

In the simplest system, at least two accounts are needed, one for sales and one for amounts paid. All sale items would then be grouped under a group header whose **Export Account** is say *Sales*. All payment items would be grouped under another group header whose **Export Account** is say *Cash Collected*. All other sale and payment items would have a blank **Export Account**.

More commonly, sub accounts such as League Bowling, Social Bowling, Food Sales, etc would be used. Also different accounts for cash, credit card, EFTPOS etc would be used. This allows more detailed reports from the accounting package.

Note that the name of the bowling centre is used as a class name for all transactions. This means that you can import data from multiple centres into a single Quickbooks and track each separately.

Export as Item. Sales are exported to the accounting package as a sale of a number of items. The name of the item sold can be either the actual name of the item or the name of the item where the export account was found (a group header). Tick this box to use the actual name of the item.

For example, say there is an item called *Social Game* with a blank **Export Account**, which is in a group called *Bowling* whose **Export Account** is *Bowling Sales*.

- If **Export as Item** is ticked, the sale will be exported as a sale of item *Social Games*, and accrued in the *Bowling Sales* account.

- If **Export as Item** is **not** ticked, the sale will be exported as a sale of item *Bowling Sales* and accrued in the *Bowling Sales* account.

Export as Item should be ticked to track sales of different items within the same group in the accounting package. Although the sale amount is accrued in the one account, a sale-by-item report will show the breakup.

Note also that the quantity shown in the export file for bowling items is the quantity of games or hours, not actual items. Also, the price is an average price based on the quantity and total sale value.

For example, if 10 *Social Double Game* items are sold at $10.00, and a further 10 are sold at $8.00, and each *Social Double Game* represents 2 games, then the sale exported to the account package will be-

40 *Social Double Games* @ 4.50 = $18.00

The 40 represents games, not items. The $4.50 represents average game price, not average item price. This allows the accounting package to track amounts like total games bowled, and average game price, regardless of how many games each particular item represents.

6.8.7.6. Setup POS Item Screen

When making a sale, items are displayed on *keys* on a number of *screens*. Items should be arranged on these screens in a logical, easy to find order.

Keys can be used to sell an item directly, or to display another *screen* containing more *keys*.

Different terminals can have different main screens, yet can also have a key linking to other screens. For example, the cafe would have a different main screen to the front desk of the bowl, yet both could have a key to access the other's screen if required. See Admin ▸ Sales Areas ▸ Main Item Screen to select a main screen for each terminal.

To setup POS screens, click on **Items** in the **Admin** screen.

The left hand side of the screen displays the list of items, while the right hand side displays the screens.

- **To create a new screen**, click **New**, then enter a name for the new screen.
- **To delete a screen**, click on the screen name in the list then click **Delete Screen.**
- **To edit a screen,** click on the screen in the list then click **Edit Screen**, or just double click the screen in the list.
- **To place an item on a key**, drag the item from the left hand side of the screen to the key. Use the **CTRL** or **SHIFT** key with the mouse to move multiple items at once.
- **To create a key that displays another screen,** drag the name of the new screen from the list of screens onto a key.
- **To remove an item or screen key**, click the key so it appears in the **Current Key** screen then click **Delete Key**.
- **To change the colour of a key,** click the key so it appears in the **Current Key** then click either Key Colour, Font Colour ,or Bevel Colour.
- **To move a key on a screen,** drag the key to its new position.
- **To copy a key from one screen to another,** drag the key to the new screen in the screen list.

Note that items can appear on keys on more than one screen. Only **Normal**, **Discount** or **Group Header** type items can be placed on screens

If a **Group Header** item is placed on a key, this key will display a screen containing all items that belong to this group. This method is a quick and easy way to place lots of items on keys compared with manually placing each item. The disadvantage is that there is no control over the colour or ordering of the keys.

Although an item has been placed on a screen, it still may not appear in the Sales screen if it has not been enabled for the current pricing level or period. See Admin ▸ Items ▸ Available.

The **Sales** screen has **Main Screen** and **Back** buttons, so there is no need to provide these keys in the screens.

6.8.8. Setup Pricing Levels

Pricing Levels are used to change the pricing of items and are typically used for functions like staff discounts, voucher redemptions etc. The user must select the appropriate pricing level when a sale is made.

To adjust pricing automatically based on the time or the day, use Admin ▸ Pricing Periods.

Name of Pricing Level. This is the name of the level, for example Staff Discount

Price Adjust This is the default price adjustment that will be applied to the base price of an item. Some examples are below:

-5%	(the price is reduced by 5%)
-1.00	(the price is reduced by $1.00)
=2.00	(the price is changed to $2.00)
Left blank	(the price is not changed)

An item can override this default, and can be exempt from this adjustment. See Admin ▸ Items ▸ Pricing for more information on price adjustments.

Required User Level. Only users of this level or higher may use this pricing level.

6.8.9. Setup Pricing Periods

Pricing Periods are used to automatically change the pricing of items based on the time of the day and the day of the week.

To adjust pricing manually, for example to apply a staff discount, use Admin ▸ Pricing Levels .

Name. This is the name of the period. For example, Weekday Evening

Default Price Adjust. This is the default price adjustment that will be applied to the base price of an item. Some examples are below:

-5%	(the price is reduced by 5%)

-1.00	(the price is reduced by $1.00)
=2.00	(the price is changed to $2.00)
Left blank	(the price is not changed)

An item can override this default, and can be exempt from this adjustment. See Admin ▸ Items ▸ Pricing for more information on price adjustments.

User Level. Pricing periods are applied automatically at the specified times and are available to all users. However users of this level or higher may override the current pricing period and use this period instead.

Day. Select the days of the weeks that this period will apply. If it is to apply on special days regardless of which day of the week the special day falls on, tick the **Special** box. See **Special Days** below.

Start and End Time. This is the time that the period will apply.

Only one pricing period can apply to any one item at any one time. If more than one period is valid at any time, only the first in the list will be used. However different periods may apply to different items at the same time.

For example, a **Pricing Period** for the Week-End may apply on Saturday & Sunday and adjust bowling prices. There may also be a Happy Hour **Pricing Period** from 5-6PM that affects bar prices. Between 5-6PM on the Week End both periods are active. The Week-End period can be applied to bowling items, and the Happy Hour to bar prices, but no item can use both.

If the End time is before the Start time, then the pricing period will extend into the following day. For example, if Happy Hour is set to apply from 6PM to 3AM on a Friday, then it will apply from 6PM Friday night through to 3AM on Saturday morning.

Special Days. Any day of the year can be marked as a special day. Pricing can then be adjusted specifically for these days. They can be used for one off special events, or for public holidays etc. To mark a day as special, select the appropriate month, and then click on the date. Days can be marked up to one year in advance, and will repeat the following year unless cleared.

6.8.10. Point of Sale Reports

Point of Sale reports are designed to provide information on sales from one or all terminals over a single shift or a single day.

Point of Sale reports are formatted for a narrow receipt type printer.

For more comprehensive reports over longer periods, use General Reports, or generate a report from the accounting package.

To search for a specific transaction or sale, use Admin ▸ Transactions.

There are 4 types of reports:

- **Summary** reports show totals for the whole period only, without any item by item information.
- **Detailed** reports show the subtotals for each item, along with totals for the whole period.
- **Transaction List** shows each transaction or sale that has taken place.
- **Summary by User**. This report is for use when each server holds their own cash. In addition to the usual summary totals, the report has a **Cash Reconciliation** section. See Banking by User for details.

  Note that this report is only available for a single shift and for **All Users**.

The **Export** button does not generate a printed report, but exports the data to a file that can be imported into an accounting package. See Setup Items for Export for more information.

A Point of Sale report can be generated automatically when a shift is finalized. See Admin ▸ System ▸ Sales.

When a single shift is selected, the reports can be filtered by user. This is particularly useful when each user or server holds their own cash, as additional **Cash Reconciliation** information is shown. See Banking by User for details.

The totals shown for **Detailed** and **Summary** reports are defined below:

Income is the total amount rung up and includes sales and taxes, deposits to trust funds less any payouts, amounts received for past sales less any sales not yet paid for. Payments for past sales, or sales not yet paid for are accrued in the Customer Accounts item.

Payments is the total of all payments rung up, and should equal income.

Banking is the actual amount of each payment type that has been entered after counting at the end of the shift. If a payment item does not require counting, the amount banked is assumed to be equal to the amount paid.

Variance is **Payment (or Income) - Banking** and represents missing payments. For example, the amount of cash counted may not equal the amount expected. If some payment types are not counted every shift, but only once a day, then individual shift reports may give unexpected variances. However a report for the whole day will be correct.

Total Bowling Sold is the total of all pay-by-game and pay-by-time bowling sold.

Total Bowled is the total amount of bowling checked out during this shift by this terminal. It may vary considerably from **Total Bowling Sold**, as customers may purchase bowling on one terminal in one shift, yet be checked out on another terminal in the next shift. However totals over all shifts and all terminals will give an accurate count of the total bowled. This section also includes the number of bowlers as calculated from names on score sheets. It is a useful figure to compare with the number of shoe rentals sold.

Refunds & Free shows any items rung up where there is no payment (free), or with a negative payment (money is outgoing, not incoming) If the item has a dollar amount it will be shown, else the quantity is shown in brackets instead (free items)

The following outgoing payments are not included in this list –

- Refunds from a bill when part of the bill is split to another customer
- Payouts from Trust Funds
- Payments from the Customer Accounts item
- Tax
- Adjustments

6.8.11. Transactions

The **Transactions** button is used to search for and display a list of transactions. These transactions can then be displayed individually or summarised.

The **View Transaction** button allows each transaction to be viewed individually, or printed on the receipt printer.

The **View Summary** button displays a summary of the transactions found by the search. This can be useful for displaying totals for a given period. For example - total games sold between two dates.

The **Search** button allows searching for transaction based on specific criteria as detailed below.

Time – the time the transaction took place

Date – the date the transaction took place.

Type – the following transaction types are available:

- **Sales**. The sale of any item.
- **Bowling Sales**. Any sales that include bowling games or bowling time.
- **Trust Funds**. Any deposits or withdrawals to trust funds.
- **Discounts**. Any sale that includes a discount that is mapped to a discount item. Sales that are discounted by changing the price are not included.
- **With Tax**. Any sale where tax was included.
- **Tax Exempt**. Any sale where tax would normally be payable, but was exempted.
- **Payment**. Any sale where an amount was paid (ie cash, credit card etc).
- **Banking**. Any banking transaction. See Banking.
- **Check Out.** Check Out transactions are generated automatically when a lane checks out.

- **Not fully paid**. Any sale where the amount paid did not equal the amount of the sale. It includes sales that were not fully paid at the time, and any subsequent payments of such sales.

Note that a transaction may belong to more than one type, and all lines in a transaction will be displayed even if only one line is of the required type.

Centre – For Master Touch Desks only, the centre at which the transaction was recorded.

Terminal – select transactions only from one terminal, or from any.

Customer – Only transactions for the specified customers will be displayed. The options are:

- **On Customers Screen** – all customers currently displayed in the list of customers in the **Customers** screen will be included
- **Selected On Customers Screen** – only those customers selected or highlighted on the **Customers** screen will be included.

Note that it is possible to directly access transactions for a range of Customers from the Customers screen. See Admin ▸ Customers ▸ Customer Details ▸ Sales History.

Card Number and Bank Ref – search for a specific transaction from a linked card payment terminal. Note that the terminal must be linked for these fields to be available. More comprehensive searches and reports will be available from you payment processor.

Transaction Number – search for a specific transaction based on its number.

Items – Only transactions which include the selected items will be displayed. To select more than one item, use the **SHIFT** or **CTRL** keys.

If a group header item is selected, then all items that belong to that group header are also automatically included in the search.

Clear All will clear all current search parameters.

6.8.12. General Reports

Touch Desk can produce several different types of report, and each type can be customised. See Basic Report Types and Report Settings below.

Once a report has been customised, the settings can be saved under a new name for later reuse.

A number of reports can also be combined into a single batch report. For example, there may be a number of reports that are required at the end of each month. These can be combined into a Monthly Report, which then requires only one mouse click to generate.

To add a new report, click **New** then setup the report as required. Enter a name for the new report and click **Save Report**.

To edit the settings for an existing report, click on the report to edit then click **Edit**.

To delete an existing report, click on the report then click **Delete**.

To view a report, set the date for the report, then click **Preview** or just double click on the report. The Preview window allows the report to be printed or to be exported to a file in a number of different formats including PDF and HTML.

Some report types provide data as of a specific date. This date is called the **Report Date**.

Other report types provide data over a range of dates, such as a week or a month. These reports will use a start and end date based on the **Report Date**, and the **Period** setting within the report. For example, if the period is set to *Previous Month*, and the report date is February 10, the report will run from January 1 to January 31.

If the **Period** setting in the report is *Custom*, then the report will use the **Custom Date Range** as entered.

If **Use these dates regardless of Report Settings** is ticked, then the report will use the start and end dates entered on the Reports List screen, regardless of the **Period** setting in the report.

6.8.12.1. Basic Report Types

Below is a list of the basic report types. For information on the various settings available for each report, see Report Settings.

A.K.Microsystems welcomes any suggestions for additional report types. Please email any suggestions to akmicro@ozemail.com.au.

6.8.12.1.1. Bookings List

This report displays a list of upcoming bookings, filtered by type and time.

It can be used in planning for group bookings or parties. For example, if a Booking Type is *Birthday Party*, then snack bar staff can use this report to show all parties booked for say the next week. The Notes field of the booking can be used to describe menu options etc, as this field is also shown on the report.

6.8.12.1.2. Bowler History Chart

The Bowler History Chart provides a plot of the bowler's statistics over a period. See Customers ▸ Statistics Tab for information on these statistics.

Two types of sub-report are available and can be selected in Report Settings ▸ Main Tab –

- **Individual Report** shows the statistics for each selected customer on a separate graph.

- **Summary Report** shows the average for a group of bowlers on a single graph. Note that if a specific customer is selected, then the graph shows data from all *scoresheets* owned by that customer, not games. This report is intended for group customers such as Leagues, or group bookings.

6.8.12.1.3. Bowler Statistics

This report displays the statistics for a group of bowlers. See Customers ▸ Statistics Tab for information on collecting statistics.

Two versions of the report are available –

- **Current** uses the current statistical data as displayed on the customer screen

- **Calculate** will search the database for score sheets for the period given and recalculate the statistics for that period. This option can take a few minutes depending upon the size of the database.

To limit the bowlers in the report based on their statistic (for example, show only bowlers whose average is over 200), select this option in the Report Settings ▸ Statistics Tab rather than in the Report Settings ▸ Filters ▸ Customer Search.

To include email and address information with each bowler, select Landscape orientation.

When used at a Master Touch Desk, the **Current** option is only valid if Customer Syncing is enabled. The **Calculate** option requires that all score sheets have been downloaded to the Master, and can be filtered by the centre at which the scores have been bowled.

6.8.12.1.4. Centre Statistics Chart

The Centre Statistics Chart provides a plot of pinfall statistics for the entire centre. See Customers ▸ Statistics Tab for information on these statistics.

Various options and filters allow plotting against lane, day of the week, time of day as well as date. This can give valuable information about lane conditions and how they vary.

See also Report Settings ▸ Centre Statistics.

6.8.12.1.5. Cost of Discounts

This report is used to show the revenue lost due to discounts and changes in pricing level and pricing period.

For each item, the quantity sold in each pricing level and pricing period is displayed.

The amount of lost revenue is calculated as the difference between the item's *expected price* for this period or level and the *base price*, multiplied by the quantity sold.

Note that the item's *expected price* and *base price* is from the current item setup, and may be different to that when the item was actually sold.

If the items *actual price* when sold differs from the *expected price*, the difference is shown in the **Misc** column. Some cases where this might occur include –

- The item's pricing setup has changed since the item was sold.
- The item's price was manually changed at the time of selling.
- If a **discount item** was used, the entire amount of the discount will be shown in the **Misc** column for the **discount item**. The original item that the discount applied to will not show any discount.

6.8.12.1.6. Customer Addresses

This report lists the address details for the selected customers.

The Search function can be used to define the list of customers to be printed. See Customer Search for details.

This report is most commonly used for marketing campaigns. In addition to the printed report, the data may be exported and then used by other programs or agencies. See the Export button on the report preview screen for exporting options.

Note that if *Portrait* mode is chosen, then the **Email** and **Notes** columns will not be printed to save space.

The **Send Mail** button will create a blank email addressed to all the selected customers. Note that there must be an email client such as Outlook installed on this computer.

Also see Customers ▸ Export to export the entire customer database to another application.

6.8.12.1.7. Customer Statements

There are two types of customer statement reports –

- Individual Customer Statements are sent to each customer at the end of each billing period.

- Customer Summary reports summarise all statements, and any payments that have been made since the statements were issued.

Select the required type in Report Settings ▸ Main Tab.

For Master Touch Desks, statements can be generated on either synced customers or when a static copy of customers is downloaded.

6.8.12.1.7.1. Individual Statements

Individual customer statements are sent to account customers at the end of each billing period, usually monthly. These statements show –

- **Opening balance** at the start of the period
- **Purchases** made during the period
- **Payments** made during the period
- **Closing balance** at the end of the period.

If the closing balance is positive, then this is the **Amount Due**.

If the amount of payments made during the period is less than the opening balance, then this amount is shown as **Past Due**, indicating that purchases from the previous billing period have not been fully paid.

The **Due By** date will also be calculated based on the customer's account type and the end date of the billing period.

Statements can only be generated for customers that have an account. See Customer Details ▸ Account.

Statements will not be generated for customers that have no transactions during the period, and whose opening and closing balances are both zero.

See Report Settings ▸ Letter Head Image for adding a logo or letter head to the statement, and Report Settings ▸ Message for adding payment options, addresses etc.

6.8.12.1.7.2. Customer Summary

Customer Summary reports show a summary of all customer statements, showing the opening balance, payments, purchases and closing balance.

In addition, the **Customer Summary** can be used to show the number of days remaining until payments are due, and if any payments are overdue, as of the Report Date.

By default, the Report Date will be today, and the summary period will be the *previous month*. The **Customer Summary** will then show details of last month's statements, along with any outstanding amounts that have not been paid as of today (the Report Date).

Each field in the report is detailed below –

Open – the opening balance at the start of the report period.

Purchases – purchases made during the report period.

Payments – payments made during the report period.

Close – the closing balance

Past Due – this is the amount owing from previous billing periods that has not yet been paid. It is always shown in RED as it is considered overdue.

> Past Due = Open Balance – Payments during report period – Payments made since the end of the billing period up until the report date.

Current Due – This is the total amount due, less any already listed in Past Due.

Current Due = Closing Balance – Payments made between end of period and the report date – Past Due

Total Due – is the total amount due (both past due and current)

Days – is the number of days until the **Current** amount is due. If **Days** is negative, then the payment is overdue and will be shown in **RED**. The total **Days** at the bottom of the report is the maximum number of days that any current payment is overdue.

Note that Customer Summaries are always shown in Landscape mode.

6.8.12.1.8. Customers by Item

This reports lists the customers who purchased the specified items in the specified period. The date of each purchase is also displayed.

For Master Touch Desks, a filter can be used to select the centre at which the item was purchased.

6.8.12.1.9. Debtor List

This will list all customers, including temporary customers without an account, who currently owe money. **Balance** is the amount owed.

For a more detailed report on Account customers, including due dates and amounts overdue, see Reports ▸ Customer Statements.

For Master Touch Desks, statements can be generated on either synced customers or when a static copy of customers is downloaded.

6.8.12.1.10. Employee Time Sheets

This reports shows hours worked for all employees. The report is based on the time employees clock in and clock out. See Logon for details.

6.8.12.1.11. Income

The **Income Report** is the main report used to track income and sales. It is a tabular report with various items listed down the page, and data for different periods (such as daily) across the page.

As well as showing income in dollars, it can also show income in games or quantities of items.

A summary section allows a single page summary of income, including comparisons of sales and bowling.

By adjusting the filters and the report period, it is possible to show side by side comparisons of many different types. For example, it can list all the Mondays for the month side by side, or compare Week Ends this month with the corresponding period last year. This type of analysis can be an important tool in building a successful business.

Note that if **Any Time** is ticked, the report will be generated using the end of shift records. The dates shown in the report will be the date of the SHIFT, which may differ from the actual transaction date when a shift carries over into a new day. Also, only data from finalized shifts will be included.

However if **Any Time *not*** is ticked and a time range is specified, then the report is generated from the actual transaction records. The date shown is then the actual date of the transaction. Reports generated from transaction records may be quite slow, due to the huge amount of data to sort. This type of report is NOT suitable for systems not using the Sales screen.

The **Income Report** has 11 basic sections plus a summary section, each of which can be enabled separately.

By selecting which items are to be displayed, each basic section may be as brief as a single line total or as detailed as required. Items are grouped and subtotalled under their group headings, as set up in Admin ▸ Items.

Each section is described below –

- **Income**. This is the total of all income received, and includes sales, deposits and withdrawals for trust funds, customer accounts etc. By arranging the items under group headers, separate totals for Sales, Trust Funds etc will be shown. There can also be sub headers for each cost centre – Pro Shop, Bar etc.

- **Banking**. This section has three subsections –

  The first section shows the expected amount of each payment type such as cash, credit card etc.

  The **Banked** section shows the actual amount of tender after counting.

  The **Variance** section shows any variation between the amounts expected and actually counted.

  For example, if cash sales are $1000, yet there is only $990 in the cash draw at the end of the shift, then Banked be $990 and the Variance will be -$10.

- **Quantity**. This section displays all income as quantities of items, rather than the dollar value.

- **Bowling**. This section has two subsections –

  Games shows the number of each type of game sold for **pay-by-game** bowling. **Sold Games** is the total of all games sold and **Bowled Games** is the actual games bowled as recorded at check out.

  Time shows the amount of each type of bowling time sold for **pay-by-time** bowling. **Sold Time** is the total of all time sold and **Bowled Time** is the actual time bowled as recorded at check out

  Note that Bowled Games (or Time) may not exactly equal Sold Games (or Time) for a number of reasons. For example, lanes may have been checked out with bowling owing (if allowed) or with bowling remaining. Also, a lane may have been checked out during this period, yet the bowling was paid for in another shift or period.

- **Average Price** is the income from each item, divided by the quantity of items sold

- **Average Bowling Price** is the average price per game (for pay-by-game bowling) or by hour (for pay-by-time bowling)

- **Income per Game** shows the amount of income for each item, divided by the total number of games sold. This can be useful for comparing how non-bowling sales are supporting bowling sales

- **Refunds & Free** shows any items rung up where there is no payment (free), or with a negative payment (money is outgoing, not incoming) If the item has a dollar amount it will be shown, else the quantity is shown in brackets instead (free items)

  The following outgoing payments are not included in this list –
  - Refunds from a bill when part of the bill is split to another customer
  - Payouts from Trust Funds
  - Payments from the Customer Accounts item
  - Tax
  - Adjustments

- **Lane Usage** shows the number of games actually bowled on each lane, as recorded at checkout. It is intended to show if all lanes are being used equally.

- **Summary** shows the totals from each basic section above, and some additional information.

  Income is the total of all income, and includes **Sales**, **Trust Funds** and **Customer Accounts**.

  Sales is the total of all sales.

  Pricing Periods shows the sales for each pricing period.

  Pricing Levels shows the sales for each pricing level.

  Trust Funds shows the amount of deposits less withdrawals from trust funds.

  Customer Accounts shows the amount of account payments from customers; less any sales put on account and not yet paid for.

  Banking is the total amount actually banked.

  Variance is the difference between **Income** and **Banking**

Total Games Sold is **Sold Games** + Sold Time **As Games**

Sold Games is the amount of games sold for pay-by-game bowling.

Bowled Games is the amount of games actually bowled for pay-by-game bowling.

Sold Time is the bowling time sold for pay-by-time bowling.

Bowled Time is the amount of time actually bowled for pay-by-time bowling.

As Games is the number of games bowled during pay-by-time bowling, as recorded at check-out.

Free Games is the number of games sold with a zero price.

Metered Games is the number of games recorded by the frame meters. See Admin ▸ Frame Meters for more information.

Accounted % is (**Total Games Sold** – **Metered Games**) / **Metered Games.** The games sold will almost certainly be less than the metered games. This is because metered games includes every cycle of the pinspotter, yet the frames charged to the customer exclude practice frames, extra frames in the tenth frame, frames for workshop/maintenance purposes, checkout allowance etc. However, the accounted percentage can be used as a guide to minimising these extra frames.

Days is the number of days in the current period, and is used to calculate **Lineage**.

Lineage is **Total Games Sold / Lanes / Days.**

Average Game Price is bowling sales / **Total Games Sold**.

Pay by Game is sales from pay-by-game bowling / **Games Sold**

Pay by Time ($/Hr) is sales from pay-by-time bowling / **Time Sold**

Pay by Time ($/Game) is sales from pay-by-time bowling / Time **As Games**.

Income per Game is **Sales / Total Games Sold.**

Shoes Sold is the number of shoe rentals sold.

Bowlers is the number of bowlers, calculated from the score sheets. It can be compared with the shoes sold to ensure rentals are being collected correctly.

Note that this is not a precise comparison. The number of bowlers may not be completely accurate; for example, when a bowler bowls under two different names, or two bowlers bowl under the same name. Another example is when a lane has checked out, and the bowler immediately checks back in for more bowling without requiring an additional shoe rental. Also there is no allowance for bowlers who have their own shoes.

Nonetheless this comparison can provide useful information when tracked across different days, shifts or operators.

Shoe % (by Bowler) is **Shoes Sold/Bowlers** as a percentage.

Shoe % (by Game) is **Shoes Sold/Total Games Sold** as a percentage.

6.8.12.1.12. Income by Centre

This report is suitable for Master Touch Desks only, and shows the income data for each centre side by side. The layout is similar to the Income report detailed above.

The Centres panel on the Filter Tab can be used to select which centres to include.

6.8.12.1.13. Item Activity

Item Activity shows all transactions on specific items during a specific period. It can also optionally group each day into a single entry.

When displaying each transaction, the customer's name, and the user who performed the transaction is also displayed.

6.8.12.1.14. Items by Customer

This report list all items purchased by each customer in the given period. The date of each purchase is also shown.

6.8.12.1.15. League Attendance

The League Attendance report is used to track attendances for CDE leagues.

The columns on the report are –

Structure is the maximum number of bowlers allowed by the league's structure. This is equal to the number of teams * the number of bowlers/team * the number of games per bowler.

Games is the number of games per bowler in a series. For group sub totals this will be the average number of games per series over the group and is generally meaningless.

Enrolled is the number of bowlers enrolled in the event. It is never greater than the structure, as reserves are not counted.

Enrolled is calculated by subtracting the number of empty positions in a team, or those specifically marked as "vacant", from the structure.

Pre-bowled is the number of bowlers who have pre-bowled for the event. The pre-bowled scores must be entered into BLS before the event is exported.

Attended is the number of bowlers who attended the event and bowled a game. At least 5 frames must be bowled before the game is counted.

Absent is the number of bowlers absent from the event and is calculated by subtracting attendance and pre-bowled from enrolled.

Enrolled % is the number enrolled expressed as a percentage of the structure.

Absent % is the number absent expressed as a percentage of the number enrolled.

Note that **Enrolled**, **Pre-Bowled**, **Attended** and **Absent** are not necessarily whole numbers. For example, if a bowler bowls only 3 games of a 4 game series, they are counted as having an **Attendance** of 0.75 and **Absence** of 0.25.

Attendance data is automatically collected when the event is bowled. As least one team must bowl the last game of the event before the data is collected.

Leagues can be grouped into different types using the **CDE Booking Type** setting in each league customer's **CDE Options Tab**. The attendance report will then show totals for each type, eg: Senior Leagues

In addition, the Options screen for the report allows for three different levels of report –

Show Totals only – only the totals for each Booking Type and a grand total will be shown. Note that if a booking has more than one type, and is therefore shown more than once, it will also be included in the grand total more than once.

Show Each Customer – Subtotals for each customer will be shown in addition to the totals above. These totals are actually an average for each customer (or league)

Show Each Booking – Each individual booking (or week) will be shown for each customer.

6.8.12.1.16. Price List

This report displays the price of items, with separate columns showing the price for different pricing periods and pricing levels.

Two types of report are available, see Report Settings ▸ Price List.

When a price period or level does not apply to an item, the price will be blank indicating that the base price applies here.

If an item is not available for a period or level (see Admin ▸ Setup Items ▸ Available), then **N/A** will be displayed.

Prices marked with an asterisk are those that do not use the default price adjustment for that period or level, but have a different price adjustment defined in the **Items** screen.

Prices shown for group headers are the average price of all items belonging to the group. Items that are not available are not included in the average.

6.8.12.1.17. Re-stock List

This report is identical to the Stock List report, except only items whose on-hand count is less than or equal to the item's Re-stock limit are shown.

6.8.12.1.18. Sales by Operator

This report is similar to an Income report, but sales by each operator are listed in their own column.

Note that the **Lane Usage** sub-section is not applicable, and some of the other subsections may not be very useful when there are several operators sharing a shift. "Lineage" for example is a fairly meaningless figure in these circumstances.

The **Banking** sub-section is useful only when Banking by User mode is in force, and then only for cash.

6.8.12.1.19. Score Summary by Bowler or Sheet

The report is a tabulated list of game totals.

Summary by Sheet groups all scores into lanes and scoresheets.

Summary by Bowler lists each bowler along with all games bowled, regardless of which lane or scoresheet contained the score. This report is useful for tournaments where bowlers change lanes during bowling, as it will group all their scores together.

These reports are identical to using displayed with the Lanes ▸ Saved Scores ▸ View Summary button.

Note that if filtering by customers –

- **Summary by Sheet** shows those scores in sheets belonging to these customers, even if the actual game was bowled by a different customer. This is useful when searching on a group customer such as a league.
- **Summary by Bowler** shows games belonging to these customers only. They must have bowled using their own customer id.

When displaying score sheets in the **Customers** screen, all sheets belonging to the customer, as well as individual games are displayed.

The **Rate** and **Customer** filters are powerful tools that can be used to can be used to show only those customers who have entered into a completion, such as a monthly jackpot.

6.8.12.1.20. Stock Activity

The Stock Activity report shows all purchases and sales for items whose stock level is to be tracked by Touch Desk. See Admin ▸ Items ▸ Track Stock.

Activity may be shown for each transaction, or totalled by day. A summary report is also available.

Activity reports show the following fields –

- **Bought** – the number of items purchased during the period
- **Av Cost** – the average cost of the items purchased.
- **Sold** – the number of items sold during the period
- **Av Price** – the average price of the items sold.
- **On-Hand** – the number now on-hand or in-stock.

Stock Summary shows –

- **Open** – the on-hand count at the beginning of the period.
- **Buy** – the number purchased during the period.
- **Sell** – the number sold during the period.
- **Close** – the on-hand count at the end of the period.
- **Av Cost** – the average cost of the items purchased during the period. If none where purchased, the last cost is used.
- **Av Price** – the average price at which the items were sold
- **Av Margin** – The average margin represents the actual margin achieved during the period.
  Av Margin = Average Price – Average Cost.

Av Margin Percentage = Av Margin / Average Price * 100%

- **Cost** – the last cost price
- **Price** – the base price at which the items are to be sold
- **Exp Margin** – the expected margin
  Expected margin = Price – Cost
  Expected Margin Percentage = Expected Margin / Price * 100%
- **Diff** – the difference between the expected margin and the actual margin.

Sales of stocked items are automatically recorded when the item is rung up as it is sold.

Purchases of items for stock must be entered using the adjust key. See Point of Sale ▸ Making an Adjustment. Adjustments can also be used when stock is missing or to be written off.

The **Average Cost** shown for header items is based on the quantities of items within that header that have been *SOLD* during the period. For example, the **Average Cost** for the Pro Shop item (which is a header item that includes all pro-shop items) is calculated from the cost and quantities of the items actually sold during the period, not from all items in the Pro-shop. This allows a meaningful **Margin** figure to be calculated.

Note that if a report is produced for a period where some transactions have been deleted by Database Clean-up, then the report may be incomplete. However current on-hand counts are always correct.

Note also that Stock Summaries are always displayed in Landscape mode.

6.8.12.1.21. Stock List

The Stock List is a simple list of all stock type items showing –

- **On Hand** – the current number of items on hand.
- **Buy Cost** – the last cost at which the items were purchased.
- **Sell Price** – the base price at which items are sold.
- **Margin** – the margin is equal to the sell price – the buy cost. It is also shown as a percentage of the sell price.

The stock list is a snapshot of present values, and does not detail any changes in stock level. For more detailed information, see the Stock Activity report.

6.8.12.1.22. Trust Fund List

The Trust Fund List is a simple list of all Trust Fund or Deposit type items and their current balance.

For more detailed Trust Fund reports, see Trust Fund Statements.

6.8.12.1.23. Trust Fund Statements

Trust Fund statements show all activity (withdrawals and deposits) on a trust fund.

Individual statements may be generated for each trust fund, or an overall summary can be produced.

Individual statements can show either *each transaction*, or just the *total of all transactions* for each day.

Note that if a statement is produced for a period where some transactions have been deleted by Database Clean-up, then the statement may be incomplete. However current balances are always correct.

Adjustments can be made to Trust Funds without depositing/withdrawing cash from the cash draw by using the Adjust key. See Point of Sale ▸ Making an Adjustment.

6.8.12.2. Report Settings

This screen allows configuring of a report. In addition to the report settings, the following functions are available –

- **Send Mail –** when the report contains a list of customer addresses, this function can be used to send an email to every customer on the report that has a valid email address. A blank email will be created using the default email client such as Microsoft Outlook. This function cannot be used if there is no email client installed.

- **Export –** this function will export the current report to a comma delimited CSV text file. This file can then be used as a data source in other programs. For example, it can be used to send mail out to a group of customers using the mail merge function in Microsoft Word, or to further analyse and graph income data in Microsoft Excel.

  Note that not all report types are suitable for export.

  There is also an export function in the **Preview** window, but it will include header and title information in the output file. This may make the file less suitable for use as a data source with some programs.

  For a complete export of the customer database, see Customers ▸ Export.

- **Preview** – this function will preview the report in a separate preview window. From this window, it is possible to print the report, or export it to a number of different formats. To export the report as a data source for another program, see the **Export** function above.

- **Save** – save the current changes to this report.

The following report settings are available. Some settings are not applicable to some report types.

- **Name**. The name of the report as it will appear on the report header, and in the list of reports.

- **Single/Batch Report.** A report may be a single defined report, or it may be a collection of previously defined reports called a batch report.

  To create a batch report, click **Batch**, then add each required report to the **Included** list, by either using the **Add** button, or dragging the report to the list. The reports will be printed in the order shown. To change the order, drag a report to its new position.

  Tick **Start on New Page** to start the report on a new page. Reports of different orientation (Landscape or Portrait) will always start on a new page, regardless of this setting. Some report types, such as Customer Statements also always start on a new page.

6.8.12.2.1. Main Tab

- **Report Type** selects the basic report type to be used. See Basic Reports Types.

- **Report Period** determines the start and end date of the report, based on either the **Report Date**, or a custom period.

  Custom. The start and end date is as entered in Custom Date Range.

  Previous Week. A week is defined as starting on a Monday, so the Previous Week will be from the Monday to the Sunday immediately prior to the **Report Date**.

  Previous 4 Weeks. As above, but for a 4 week period

  Previous Month refers to the previous calendar month.

  Previous Year is from Jan 1 to Dec 31 of the year immediately prior to the Report Date.

  Next 7/14/30 Days is from the day after the Report Date, for the following 7,14, or 30 days.

  ALL. Includes all data in the database, regardless of date. Does not apply to all report types.

- **Report Date.** This is the date used to calculate the period of the report as above. Note that the report date is not saved with the report, as it expected to be different each time the report is run.

- **Custom Date Range.** This date range is used when the report period is set to **Custom**. These dates are not saved with the report.

- **Show By.** For reports that show columns of data, the **Show By** setting determines the column headings.

  Shift. Each shift is shown as a separate column.

  Day. Each Day is shown as a separate column.

Day Of Week. Each Day of the week is shown as a separate column. For example, if the report runs for 4 weeks, all the Mondays will be totalled in the first column, Tuesdays in the second, etc.

Week . Each week is a separate column. Weeks start on a Monday. Each week of the year is numbered. If only part of a week is included in the date range, the range of dates included will be shown in the header.

Month. Each calendar month is a separate column.

Totals Only. Only Totals columns for the period are shown.

- **Show Year to Date Totals**. In addition to the total for the period, the totals for the calendar year to the end of the period will be shown. Not available when filtering by Time.

- **Show Last Totals Year.** Totals and Year to Date totals for the equivalent period last year will be shown to allow comparison. Not available when filtering by Time.

- **Sub Sections.** The Income Report has a number of sections which can be enabled separately. See Income Reports for more information.

- **Sub-reports.** Some report types, such as Customer Statements, have the option of displaying a separate **Individual** report for each customer (or trust fund, or stock item) or just a single **Summary** report for all customers (or trust funds, or stock items), or both.

6.8.12.2.2. Options Tab

This Options Tab contains various report options. Some options do not apply to all report types.

- **Statements.** Reports such as Trust Fund Statements can display either each individual transaction on a single line, or group a whole days transactions into a single line summary.

- **Price List.** Two types of price list are available –

Each Period and Level displays a single column for each period and level, and calculates the resultant price for each item.

All Combinations shows a column for every combination of price period and price level and calculates the resultant price. These reports can get very wide and may need to be broken up into smaller reports to fit on the paper. Use the Price Period filter to make smaller reports, and then combine them into a single batch report.

- **Orientation.** The report may be printed in Landscape or Portrait orientation. Some report types will include extra data columns when printed in Landscape.

- **Customer Statement Options.** The following settings are available for Customer Statements, as these reports will be sent to the customers.

  Letter Head Image. For reports that are intended to be sent to Customers, the Letter Image is used to insert a logo or letter head at the top of the page. The file can be up to 716 pixels wide x 320 high in BMP format.

  Message. This message will be inserted at the bottom of some reports, such as customer statements. It can be used for detailing payment options, bank details, postal address, etc. as needed. As a minimum it should include the address and phone number of the bowling centre, if these items have not already been included in the **Image File**.

- **Attendance**. This setting applies to league attendance reports only.

  Show Totals only – only the totals for each Booking Type and a grand total will be shown.

  Show Each Customer – Subtotals for each customer will be shown in addition to those above. These totals are actually an average for each customer (or league).

  Show Each Booking – Each individual booking (or week) will be shown for each customer.

- **Centre Statistics** options apply to the Centre Statistic Chart only.

  Plot By sets the horizontal axis of the plot.

Two charts are available, one showing average pinfall, and strike and spare percentages, and the other showing total pinfall.

- **Scores options** apply to score sheet summaries.

  Order By sets the order by which bowler summaries are displayed.

6.8.12.2.3. Filters Tab

The Filter tab allows the report data to be filtered, there-by excluding some days, or shifts, or items, etc.

Some filters are not available for all report types.

- **Days**. Only data for those days selected will be shown and included in the totals.

- **Shifts**. Only data from the shifts selected will be shown and included in the totals.

- **Areas**. Only data from the selected area will apply. This is used mainly for Bookings. To filter other data by the area that it was rung up in, filter by terminals for each area.

- **Centres**. For Master Touch Desks only, this option filters the report for the selected centres only. The Master Touch Desk can also access special report types such as Income by Centre for side by side comparisons. See the description of each report type for more detail.

- **Time.** Only transactions within the given time frame will be included. Reports using this option are generated from transaction data rather that from summary data. See Income Reports for more details.

- **Terminals**. Only data from the terminals selected will be shown and included in the totals.

- **Periods**. Only sales made using the pricing periods selected will be included. The **Base Period** includes all transaction that do not have a

pricing period, such as banking. For Price Lists, only these columns will be shown.

- **Levels**. Only sales made using the pricing levels selected will be included. The **Base Level** includes all transaction that do not have a pricing level, such as banking. For Price Lists, only these columns will be shown.

- **Booking Types**. For the Booking List or League Attendance Report, only bookings with the specified types will be included.

    - **All types** includes all bookings
    - **Any below** includes bookings with any of the types that have been ticked below.
    - **ALL below** only includes bookings that have ALL the types that have been ticked below.

    Note that for Attendance Reports with **ALL Below** selected, types that have NOT been selected may still appear on the report, if there are bookings that have both the non-selected and one of the selected types set.

- **Items to Display**. Select the items to be included in the report.

    For Income Reports, only selected items will appear in the report, but ALL items will be included in totals.

    To select or de-select an individual item, double click on the item.

    To select a group of items under a group header, click on the header and click either –

    - **Visible Only** to select only those sub items that are visible
      or
    - **All** to select ALL sub-items, even invisible ones.

    To deselect sub-items under a group header, click on the group header and click **None**.

- **Rate** filters scores by the rate under which they were bowled.

- **Scratch and Handicap Total** shows only scores with a scratch total within the range shown. Leave either field blank to skip this test. For

example, entering **100** to **blank** will return all scores over 100, with no maximum limit. For bowler reports, this test will be applied to the bowler's individual game score. For whole Sheet reports, this test will be applied to the team score.

- **Customers.** This setting selects which customers will be included in various customer reports. The options are –

  All Customers. All customers in the database with valid data for the report type selected will be included.

  From Search. Touch Desk will search the database for customers each time the report is run. Select a predefined search from the list. To add or modify searches, see Customers ▸ Search. Only matching customers will be used.

  On Customer Screen. This option is used to manually select those customers to be included.

  When the **Update** button is clicked, the list of customers currently displayed on the **Customers Screen** is saved. This list of customers is then used each time the report is run, even if the **Customers Screen** changes.

  Note that if one or more customers on the Customer Screen are selected (or highlighted) then only those customers will be used. If none are selected then all the customers currently on the screen will be used.

  Note also, that only the list of customers is saved with this option. Any search criteria used to find those customers is not saved. Therefore the same customer list is used each time the report is run, regardless of whether those customers still satisfy any search criteria. To run a search for customers each time the report is produced, use the **From Search** option, not the **On Customer Screen** option.

6.8.12.2.4. Statistics Tab

These settings are used to limit the bowlers included in the Bowler Statistics report.

For more information see Customers ▸ Statistics Tab.

6.8.13. Frame Meters

The frame meters are used to count each pinspotter cycle. This count is then shown in Income Reports, and can be compared with the number of games actually sold.

Note that the frame meters are NOT used to charge bowling to the customer. The scorer's internal frame counter is always used for this purpose.

The frame meters count all frames, whereas the scorers internal frame counter will exclude practice frames, frames bowled without the scoring being turned on, RPOs, extra cycles in the tenth frame etc.

The frame meters count upward continuously. When each shift on the Master Lane Control terminal is finalized, Touch Desk records the difference between the current count (called the *close* count) and the count at the close of the previous shift (called the *open* count).

Setup Frame Meters. There are 3 options for frame meters –

- **Manual or No frame meters**. The frame counts from traditional frame meters can be entered manually at the end of each day in the **Close** column. They should be entered BEFORE the last shift for the day is finalized on the Master Lane Control terminal.

- **TS2/TS3 Frame Meters**. Touch Score 2 or 3 is used to count the frames. This option can only be used in centres where the sweep switch is always energised and is connected to TS2, or TS3 via an MI. The counts will be entered automatically.

- **Pinspotter Controller Frame Meters**. When either an AMF LIU, MCU, a Brunswick LIU or an A.K.Microsystems AMF model Pinspotter Controller is in use, the frame counts can be automatically read from these devices. This count is completely independently of the scoring system.

Each column in the frame meters table is described below –

Open count is used as the count at the start of the shift. It is actually the count at the end of the previous shift, to ensure that any bowling between shifts (when no shift is open) is included.

Close count is the current count

Count is the difference between the **open** and **close** counts and represents the frame count for this shift.

Total Count is the total count across all lanes.

Last Closed is the time at which the last shift on the Master Lane Control terminal was closed, and the open count was recorded.

6.8.14. Change Password

This option allows any user to change their password.

The password must be entered twice to check for mistyping.

6.8.15. Reset Bowler Statistics

This screen is used to reset or recalculate bowler's current statistics. Typically they might be reset every season for example.

These current statistics are displayed in Customers ▸ Statistics Tab.

Note that it is possible to search for, and display reports on, customers based on their statistics over any given period, without clearing or recalculating their current statistics.

The following options are available –

Reset Which Customers. Only the selected customers will have their statistics reset or recalculated.

- **All Customers** .
- **From Search**. Select a predefined search from the list. To add or modify searches, see Customers ▸ Search. Only matching customers will be used.
- **On Customers Screen.** Only those customers currently displayed on the Customers screen will be used. If some are selected, only those selected will be used, else all of the customers currently on the screen will be used.

Clear All Statistics. This option will reset all statistics to 0. If **Use current average as Book** is ticked, the current average will become the new book average. Note that for CDE players, the book average will not be changed as it is set in the CDE Master Bowler Database.

Recalculate Statistics. Touch Desk will search for score sheets for these customers from the period specified, and recalculate the statistics. These new statistics will become the current statistics.

This option may take a few minutes for large databases with many scores and customers.

Score sheets for the period specified must not have already been deleted by a Database Clean-up.

6.8.16. Database Clean-Up

This function is used to delete old data that is no longer required. It should be run regularly, say once every three months. If old data is not deleted, the database will become very large and this may eventually impact on system performance.

WARNING! A backup will be automatically performed prior to deleting any data. Once data is deleted it cannot be recovered, except by restoring the entire database from this backup.
Deleting the data may take several minutes, particularly if it has not been done for a long time, so it is best done when the centre is quiet.

Once the data has been deleted, it is advisable to do another backup, then restore from this backup. This backup/restore cycle ensures maximum database performance and integrity.

The **Database Clean-Up** screen allows the user to set criteria that defines the data to be deleted. The user level required to set these criteria is different to, and usually higher than, that required to just delete the data using the current criteria. As long as the criteria are set correctly, it is then generally safe to allow most users to delete the data.

Determining the criteria for data deletion will depend upon how the centre operates and what types of reports are required. Each type of data is explained below.

Centres. When this function is used at a Master Touch Desk, you can choose to delete only data that was created at selected centres.

Customers. This option will delete customers based on the last activity date – that is the last date that this customer purchased any items, or had any bowling. Only customers with a zero cash and bowling balance may be deleted.

Generally customers with contact details are repeat customers and should be kept for a longer period. Customers without contact details are normally temporary walk in customers that can be deleted shortly after bowling.

Transactions. Transactions record each sale, bowling check out, trust fund deposit or withdrawal etc. These transaction records are used to create Point Of Sale reports, Transaction Searches, Customer Sales History, Trust Fund Statements, Stock Activity reports, Customer Statements and for generating export files for the Accounting package. Once these functions are no longer required, Transactions may be safely deleted.

Deleting Transactions will also delete records of Customer Deposits. However, customer deposits records will only be deleted if the balance is 0. Records for customers who have paid a deposit that has not yet been used will not be deleted, regardless of the age.

Transactions for valid customers can be kept longer than transactions where there is no customer, or the customer no longer exists.

Shifts. A shift summary is generated at the end of each shift and used for income reports. Generally shifts should be kept for at least 2 years, to allow for year to date comparisons with the previous year. Note that this only applies to income reports generated within Touch Desk itself, and does not apply to income reports from an attached accounting package.

Exported Files. These are the files containing financial data for each shift that are exported to the accounting package. Once they have been imported into the accounting package they may be deleted. They can be re-exported at any time if needed, as long as the underlying transactions and shifts have not been deleted.

Note that only files in the current terminal's export folder will be deleted. If other terminals export to a different folder it will be necessary to run the Database Clean-Up from the other terminals. This only applies to the export files, all other data types in Database Clean-Up can be deleted from any terminal.

Score Sheets. If ticked, any score sheets older than the specified number of days will be deleted. Note that score sheets are only saved if Lane Information Screen ▸ Scoring Tab ▸ Save Score Sheets was ticked when the games were bowled.

Sheets for valid customers can be kept longer than sheets where the customer no longer exists.

Deleting score sheets will also delete the attendance records used for League Attendance Reports.

Bookings. Bookings can generally be deleted once they are over, but some centres may wish to keep the booking sheet for longer.

CDE import/export files. Once an event is complete, and the results have been imported into CDE's programs, then the import and export files may be deleted. However, sometimes an export file may be generated a few weeks before an event, for example if a league has a 2 week break mid season. So it is advisable to only delete files older than say 2 weeks. There is no disadvantage to not deleting files, other than using up unnecessary disk space.

Employee Time Sheets. This data records the time employees clock-on and off, and is used to generate Employee Time Sheets.

Default Settings. This button loads default settings that are suitable for a typical centre.

6.8.17. Backup and Restore

This screen is used to make backups of the Touch Desk database, and to restore this data in the event of a system failure.

Backup Time is the time each day when Touch Desk will automatically make a backup of the database. Backups are best done overnight when there is minimal activity, but can be done at any time. Note that Touch Desk must be left installed on the database server computer for the backup to take place.

Backups are kept for each of the past 7 days, and the end of each of week for the number of weeks specified below. These backups are regularly overwritten as newer backups are made. For example, the backup labelled Monday is overwritten every Monday.

Keep for ?? Weeks. The backup made every Sunday will be labelled with a week number. These names will be reused after the given number of weeks. For example, if 4 weeks is specified, backups will be labelled **Week 1** through to **Week 4**. The backup for week 5 will be labelled **Week 1** and will overwrite the existing **Week 1** backup.

Note that the number of weeks kept will determine the amount of space used by the backup files.

Backup Folder. This is the location where the backups will be stored. It should be on a different hard drive to the working drive of the computer, and preferably on a completely different computer somewhere else on the network. It is also a good idea to make backups to a removable drive, and keep this drive off site.

Note that the path entered here must be the path as seen from the Database Server computer, not from whichever Touch Desk is being used to enter the path.

This path is also used as the location of the backup log file. Therefore it should be a common shared network location in order to view the log file from any computer on the network.

Backup Now will create a backup immediately. The name of the backup will include the time and date, and will not overwrite any other backup already made. Nor will it ever be overwritten by an automatic backup.

Restore will restore a backup, thereby ***overwriting all current data*****!** Touch Desk will prompt for the name of the file to be restored. Once the restore operation has started, Touch Desk will be shutdown. Once the data has been restored, restart Touch Desk to access the new database. It is always a good idea to make a backup prior to doing a restore, just in case the restored data is not as expected.

The Touch Desk database, like any program, can occasionally experience corruption or failure, although this is very rare. Should this occur, first try doing a backup, then an immediate restore of the same file. This can sometimes repair the corruption. Should this fail, see www.firebirdsql.org for documentation on the various tools included with Firebird.

If all else fails, restore the last known good backup.

If you are unable to run the restore function because Touch Desk is unusable or unresponsive due to a corrupt database, then install the Empty database from the original setup program. Then, once Touch Desk is running use the RESTORE function as above.

Alternatively, run **tdrestore** from a command prompt as follows:

- Go to Start ▸ Programs ▸ Accessories and right click on **Command Prompt**. Click Run as Administrator.
- Type **cd \program files\touch desk** then press **Enter** for 32 bit Windows
- Or **cd \program files (x86)\touch desk** then press **Enter** for 64 bit Windows.
- Then type –
  tdrestore "masterkey;d:\\backup\\backupfile.fbk;d:\\backup"
  and press **Enter.**

Where **masterkey** is the database password (this is the default), **d:\\backup** is the backup folder and **backupfile.fbk** is the file to be restored. Replace these with the actual names. Note the use of double \\ in folder names.

Backup Log is a log of all backup and restore operations. Check this log regularly to ensure backups are taking place. For more information on any errors that may be present, see www.firebirdsql.org

Unlike earlier versions, Touch Desk is no longer required to be actually running on the back office computer in order for automatic backups to take place; however it must be installed there.

In order to view the log from computers other than the database server, the Backup Folder should be set to a shared network location, not just a local folder.

See Installation and Setup ▸ Backups for more information on backups.

6.8.18. Update From Lane Server

See Updates

6.8.19. Digital Signage

This screen is used to configure the Digital Signage software. This software allows live display of scores, lane assignments, price lists, advertising and more on any computer screen on the Touch Desk network.

In order for a computer to display digital signage, the signage software must be installed. See Installation and Setup ▸ Digital Signage for more information.

Third party software can also be used to embed a signage screen in the centre's web site, allowing live scores, leader boards or any other signage screen to be posted to the web. See Adding a Digital Signage Screen to a Web Page.

6.8.19.1. Screens

Each digital signage screen is individually configurable, and is denoted by the name of the computer on which it is running, and the monitor or screen number as assigned by Windows.

To create a new screen, click **New** and enter the computer name and screen number.

To create a new screen that is a copy of an existing screen, click on the existing screen, then click new. All settings other than the computer name and screen will be a copy of the existing screen.

When there are multiple screens that you wish to have the same settings, it is sometimes easier to setup and test one screen, then delete the others and recreate them as a copy of the original as above. Alternatively, if all screens are the same, use the DEFAULT setting for the computer name, and ALL for the Screen number.

To modify an existing screen, click on the Screen, then **Edit**.

To modify multiple screens at once, select the screens to be modified, then click **Edit**. Note that when modifying multiple screens, you can choose to make the slide show and price lists the same in all screens, or skip editing slide shows and price lists and only edit the other settings.

Computer Name. This is the name of the computer on which the digital signage software is running.

You can also use the generic names **Lanes** and **Default**.

Lanes will be used by any digital signage software installed on a Touch Score lane computer, when no entry is found for the computer's actual name. You can specify separate settings for the odd and even lanes using the screen number as normal, else just create **Lanes,** Screen **ALL** which will be used for all screens.

Default is used for any digital signage screen when there is no entry under the actual computer name, or under **Lanes** as above. There may be a separate entry for each screen (1-4) or just one for **ALL**.

Note that you can save screen settings under a false computer name (for example **BACKUP**) for later use. The system will not give any errors because this is not a valid computer name. This can be used to save settings used during special events for example, and then renamed back again for use the next time the event is run.

Screen. This is the monitor or screen number as defined by Windows. For lane computers, 1 is the odd lane, 2 is the even lane, and 3 is the auxiliary monitor if fitted. If set to **ALL**, all screens fitted to the computer will display the digital signage.

It is also possible to setup multiple Digital Signage windows on a single screen. This can be useful when sharing screens on the internet. See Adding a Digital Signage Screen to a Web Page. To do this, create a setup for each screen, up to a maximum of 4 per computer. Use the actual computer name and screen numbers, do not use **DEFAULT** or **ALL**. Disable **Full Screen** on the Main Tab and enter appropriate sizes and positions for each screen. For screens that have a corresponding monitor, these positions are referenced to the upper left corner of that monitor. For screens where no actual monitor exists, the position is referenced to the upper left corner of Monitor 1. All areas on all screens can be accessed from this corner, although negative values

for TOP and LEFT may be required depending upon how the monitors have been setup in Windows.

Preview will show a preview of the current signage screen, in a window on the current computer. Note that as the screen resolution and window size may be different to the actual signage screen, the formatting of the display may be different. If there is no data to display, and no playlist enabled, then the preview screen will not appear.

Remote View will open a window to remotely view and control this digital signage computer. The window will contain all screens on the computer, even if multiple monitors are fitted. Use the scroll bar to move between screens. See Setup and Install ▸ TightVNC Remote Viewer. This function can only be used if the actual computer name has been used for this screen; it will not work for generic names such as "default", "lanes" etc.

The Digital Signage software operates in one of two modes –

- **Slide Show Mode**. In this mode, the Slide Shows as defined in the Slide Show Tab are displayed. Information screens, such as Lane Assignments or Results will only appear if they are defined within the slide show.

- **Information Mode**. In this mode, only information screens are displayed. The slide show may be setup to appear within a window in an information screen, but will never appear full screen.

The signage software can automatically swap between modes as information becomes available. For example, Slide Show mode could be used when no Lane Assignments are waiting, but the system can then switch to Information Mode as soon as Lane Assignments are waiting

In addition, when there is a limited amount of information to display, such as a single lane assignment, then that information can be displayed as part of a rotating single line text message at the bottom of the screen, without cancelling the Slide Show.

6.8.19.1.1. Common Settings

Many settings are common to several information screens and are listed here.

Enable Display of Information Screen - enables this information screen.

Display as single line message if less than xx waiting. If less than the shown number of items are waiting, the information will be displayed as part of the single line text messages at the bottom of the screen. If more than this is waiting, then the information will be shown on its own page. Leave this field blank to always use a full page.
Note that for **Results**, only current results can be shown as a single line message, and only current results can trigger the switch to information mode as below.

If more than this waiting, cancel the Slide Show and show only the Information Screens. If items are waiting to be displayed as a full page (not just a single line), then this setting will force the Slide Show Mode to be cancelled, and the screen to change to Information Mode.

When showing Information Screens –

Display Mode. This is the display mode that will be used for this information screen in Information Mode. In Slide Show Mode, the display is always full screen without a window. The options are –

- **Do Not Display**. The screen will only appear in Slide Show Mode, never in to Information Mode
- **Display without Slide Show**. The information is displayed full screen without a slide show window.
- **With Slide Show is small or large window**. The slide show is displayed within a window within the information screen. The window size can be either large or small. The exact size of the window depends upon the number of columns of information. For example, for 3 columns, a small window is one column wide (or 1/3 of screen), while a large window is 2 columns wide (or 2/3 of screen). For some column settings, there may be no difference between small and large (eg for 2 or 4 columns, the Slide Show is always 1/2 of screen).
- **With Slide Show Auto Size**. The slide show is displayed in a window, the size of the window is automatically selected to minimise the amount of pages occupied by the information. For example, if only a small number of Lane Assignments or Results are present, then the

window would be large, but once the number grew so that this would require two pages, the window will reduce to small in order to keep the information on one page.

Display Time. This is the time in seconds to display this information when in Information Mode. The time for Slide Show Mode is set within the slide show itself. Set to) to use the default from the General Tab

Columns. Information screens are generally a list of items and are displayed in columns. Determining a suitable number of columns will depend upon the resolution of the screen, and the chosen text size. Select **Auto** to allow the software to choose a suitable number.

For live scores display, the number of columns determines the number of score sheets displayed across the screen. This will always be an even number to allow for league pairs to be shown side by side. The exception to this rule is 1 column, or 1 sheet per page. Three columns may be set, but only if the last column is used for logo or the slide show, thereby effectively showing only 2 columns of scores.

Text Size. The text size for this information screen can be set to either the default or a specific size. Default is the size used for headings and line messages as set in the General Tab.

Transparent Background. Set this option to make the background of the screen transparent. This can be used to allow video, TV, wall paper or other graphics from other software to show through.

Background Image. Select an image to display for the background.

Background Colour. The background colour is the default colour for the background when no background image has been selected. It is also the base colour of the boxes used to display the information.

Background Text Colour. This is the colour of the text when displayed on the base or background colour.

Titles Colour. This colour is used for the title line at the top of the screen, and for headings within the information columns.

Titles Text Colour. This is the text colour for titles.

Leave last column empty for logo. When this option is set, information will never appear in the last (right most) column. This is useful when the background image includes a centre logo or the like in this position, as this position is never obscured. Note that if the slide show window is enabled, then it may cover a top portion of the last column, but the bottom right corner will always be clear.

6.8.19.1.2. General Tab

Enable this Digital Signage Screen. Enables this entire screen.

Enable Sound on Movies. This setting enables the sound on movie files within the slide show to be sent to the computers audio system. For computers with multiple signage screens, ensure only one has the audio enabled.

Show Clock on Information Screens. A clock will be shown at the top right of all information screens.

Disable Animated Transitions on Slides. Normally a slide will smoothly transition to the next slide using a randomly chosen transition. For example, it may slide in from one side, or rotate off the screen, or perhaps fade out and the next slide will fade in. However, if the computer or graphics system is not capable of rendering these transitions smoothly, they can be disabled so that he slides simply change instantly from one to the next.

Maintain Aspect Ratio. If ticked, the aspect ratio of the original image is maintained when the image is stretched to fit the screen. This will possibly leave a black border at the top and bottom or sides. If not ticked, the image will always fill the screen in both directions, possible distorting the original image. Applies only to still images in the slide show.

Default Text Size. This is the text size used for the title bar at the top of the screen, and for line messages. It is also the size used for any information screen that selects **Default** as its text size.

Default Slide Show Time. This default time will be used for display of any slides whose time is set to 0.

Default Info Screen Time. This default time per page will be used for any information screens whose time is set to 0.

Screen Position. This selects the position of the signage screen in Windows screen co-ordinates. Usually, **Full Screen** is used to completely fill the screen, but other settings could be used to share the screen with a TV picture for example. To make a single signage screen span multiple monitors, enter a size that is the total of the combined monitor sizes.

Line Message. This section configures the single line messages that can appear at the bottom of the screen, in both Slide Show Mode and Information Mode.

Display Time. The time each line will be visible before changing to the next line.

Enable default message from Text File. This setting enables the text from the message text file to be displayed, along with any information from other sources such as Lane Assignments or Results.

Show text file only if no other line messages. The text from the file will only be displayed if there are no other text messages from other sources to be displayed.

Message Text File Name. Select a text file to display. The file must be located in the **Touch Desk Signage** folder on the Lane Server. If it is not, it will be copied here, and this copy will be used for display. Changes to the original file elsewhere will have no effect.

Edit Text File. Click here to open Notepad to edit the text file. The text file may also be edited by other programs outside of Touch Desk. See the Text Message Tab to display text full screen.

6.8.19.1.3. Slide Show Tab

This screen is used to add previously defined slide shows to this Digital Signage Screen, and to setup the time at which each slide show is enabled.

For more information on creating or editing slide shows, see Admin ▸ Slide Shows.

Each slide show can be enabled at different times or on different days. Only one slide show can be in use at any one time. The software will search the list of selected slide shows from top to bottom and use the first slide show that is enabled. For example, if the first Slide Show in the list is enabled Monday to Friday, and the second is always enabled, then the second will only appear on Saturdays and Sundays.

The enabling options are –

- **Never**. The slide show never appears.
- **Always**. The slide show is always enabled. Any slides shows below this one in the list never appear.
- **During Pricing Periods**. The Slide Show is enabled during the selected pricing period only. See Admin ▸ Pricing Periods for more information.
- **During specified time**. The Slide Show is only enabled on the specified days, and for the specified times on those days.

Note that a Slide Show can appear multiple times in the selected list. For example, to enable a show from 9-12 on Monday, and from 10-12 on Tuesdays, add the Slide Show to the list twice and set up these times.

To change the order of slide shows in the list, click on a slide show and drag it to its correct position.

6.8.19.1.4. Lane Assignments Tab

Lane Assignments will show bowlers which lane they are due to bowl on. Only bowlers who have a booking are displayed, and this includes those who are on the wait list, as the wait list is just another type of booking.

There are two types of Lane Assignments –

- **CDE Bookings** – This applies to CDE events such as leagues. Only the team name will be displayed, rather than each individual bowler. The Lane Assignments will appear a set time prior to the start time, and can be set to remain on thescreen for some time after the start time to cater for bowlers arriving late. Note that in the event of the League's start being delayed for any reason and the lanes have not been checked in, then the Teams will remain on the Lane Assignments screen beyond the scheduled start time

- **Other Bookings** – This applies to all other bookings, including the wait list. The lane customer's name will appear on the Lane Assignments screen a set time prior to the scheduled start time. The customer's name should therefore be set to something meaningful when entering the booking. Once the lane has checked in, the customer's name will flash in red, indicating that their lane is now available and they should proceed directly to their lane. Once bowling starts, the flashing will cease. The names may be left on the screen for a further set time to allow for late arriving bowlers for group bookings.

Show each lane on a seperate line. Each lane will shown on a separate line, even if they have the same status or customer. Without this option, similar lanes are grouped together. For example, "1-10 Available Now!", rather than 10 separate lines.

Show Unused Lanes with no bookings for next 20 minutes as Available Now. Any unused lanes with no upcoming bookings will appear on the Lane Assignments screen as "Available Now".

For other information on other Lane Assignment settings that are also common to other Information Screens, see Common Settings.

6.8.19.1.5. Results Tab

The **Results Tab** allows for the display of completed game results in a number of simple formats, such as high games, high series etc. For more detailed results from league or tournaments, see the Standing Sheets Tab .

For information on Results settings that are also common to other Information Screens, see Common Settings.

There are two basic types of results –

- **Current Results**. These results consist of the scores from bowlers currently on the lanes. They are displayed for a short time after bowling is completed, and are then discarded. See Lane Information ▸ Results Tab to setup these results.

Range Of Lanes to Display restricts the results for this signage screen to a limited number of lanes. Multiple ranges can be entered. For example: 1-10 21-30. Leave blank to show all lanes.

Show enables this results screen based on the Assign setting in Lane Information ▸ Results Tab ▸ Assign.

Recap Columns. This is the number of columns to display when the results screen includes **Recap** results. As **Recaps** require more column space than other results, this is usually one less than the usual results column count.

- **Long Term Results 1-8.** These results are based on the score sheets saved in the database, and are intended for longer term use, such as monthly jackpots, or yearly leader boards. In order to participate in these results, the bowler's score must have been saved using the Lane Information ▸ Save Score Sheet .

  There are 8 separate events that can be setup. The settings for each are described below. To disable an event, leave both the **Scratch** and **Handicap** options unchecked, or the **Number of Bowlers to Show** as 0 or blank.

Title for this Event. This title will appear as a heading on the signage screen.

Number of Bowlers to Show. Only the top scoring bowlers will be shown in rank order. This specifies the number to show. Note that if the scores are tied, additional bowlers may be shown.

Scratch or **Handicap**. Select the scoring method to use, or select both to show 2 separate events.

Period. Select the period over which to collate the scores. You can display a current leader board using a setting such as **This Month**, even though the month is not over, as well as display the results of last month's leader board using **Last Month.** The options for this month and last month (or week) will display the results as two separate events.

Rate is the rate under which the game was bowled. This can be used for events where the bowler is required to pay to enter the event. Only games that were purchased using this rate will be included.

Customers. Use this option to limit the customers using a customer search. It can be used to limit the customer to juniors for example, or females only, to enable the running of say a Women Leader Board for example. To setup a customer search see Customers ▸ Search .

Note that in order for a bowler's score to be included in these results, they must have bowled using their own customer number. That is, when their lane was checked in, the operator must have used the Bowler Link button to link their name with their database entry. If these results are also based on the bowling rate, it is also important that the correct rate was entered for this bowler, even if their bowling was actually paid for by someone else.

Print Results will print the results for this signage screen. To print the current results for a particular lane or booking only, see Lane Information Screen ▸ Results Tab ▸ Print Results.

6.8.19.1.6. Live Scores Tab

These settings allow live scores from the lanes to be displayed. See Lanes ▸ Setup ▸ Results ▸ Live Scores to enable the collection of live scores.

For information on Live Scores settings that are also common to other Information Screens, see Common Settings.

The overall size of the displayed score sheet is determined by the Columns setting. For example, if columns is 4, there will be 4 score sheets across the screen. The height of the sheet and the text size is determined automatically.

Note that scores are always displayed as pairs (even columns), so some combinations of columns, slide shows and logo display are not valid and will be ignored.

Range Of Lanes to Display restricts the live scores for this signage screen to a limited number of lanes. Multiple ranges can be entered. For example: 1-10 21-30. Leave blank to show all lanes.

Show enables this results screen based on the Assign setting in Lane Information ▸ Results Tab ▸ Assign

Display Format. The score can be displayed in either 4 or 10 frame format, with or without team details and totals. There is also a compact 4 frame display option, designed to fit as many players on a screen as possible, and one showing past games in addition to the current game.

The choice of display format, along with the number of columns will determine how large the text is, and therefore how readable the screen is. Some combinations may give very small text that is only readable close-up.

Note that although the scores will change on the screen as they are bowled, the screen will only update the number of lanes to be displayed or the page of lanes currently being displayed in accordance with the **Display Time** setting. For example, say the Display Time is set to 5 minutes and a new lane is checked in with live scores enabled. This lane may not appear for up to 5 minutes, even though once it appears the scores will update as they are bowled. Therefore, set the **Display Time** reasonably short, even if there is only one page of scores to be displayed.

6.8.19.1.7. Standing Sheets Tab

The results from CDE Leagues can be displayed using this tab.

To generate the standing sheet for a league, follow these steps –

- In BLS go to **Weekly Duties**, **Preview and Print Standing Sheet**
- Click on the **Export** button.
- Select **BMP** as the format
- The **Default location for Export File** must be the CDE subfolder in the Touch Desk Signage folder, which is **c:\Touch Desk Signage\CDE** on the Lane Server computer. If BLS is not on the same computer as the Lane Server, then enter **\\ComputerName\\Touch Desk Signage\CDE** where **ComputerName** is the name of the Lane Server Computer.
- Ensure **Include week number in the file name** is enabled.
- Click **Export It**.

Note that the file name must be of the form ***leaguefilename*__?????__wk*XX*__page*YY*.bmp** where ***leaguefilename*** is the same root name as used for import and export, ***XX*** is the week number, and ***YY*** is the page number. The digital signage software uses this information to identify the file, and any other filenames will not work correctly.

You can use any report, not just the standard Standing Sheet. As long as the filename fits the above pattern the signage software will recognize it and display it. The ***?????*** in the filename can be anything.

Any CDE report can be exported as an image and displayed as part of a slide show. However only files with the correct name can be configured to automatically display when the event is scheduled, using the settings on the Standing Sheet Tab.

For information on Standing Sheet settings that are also common to other Information Screens, see Common Settings.

Show current standings for ?? minutes before event. The standings from the week before will be displayed for this many minutes prior to the scheduled start time of the league.

Show standings during the event. The standings from the previous week will remain on screen during the event. Moreover, if a new report for the current week is present, it will be displayed instead. This allows progressive scores to be displayed, where possible.

Show new standings for ??? minutes after the event. The new standings for the current week will be displayed for this many minutes after the last game is bowled. The scores must imported and the standing sheet generated manually by BLS.

Page Format. There are several options on how the report will be displayed. The best option will depend upon how the signage screen has been setup.

- **1 Page Per Screen** – a single page is displayed on the screen. As most monitors are wide screen, there will be large blank areas on either side of the page. This format is best suited when the monitor is mounted sideways (tall and thin).

- **2 Pages Side by Side** – this is the best format for normal wide screen monitors.

- **½ Page Per Screen** – In many cases, the 2 pages side by side will be too small to read. This option enlarges the report, so that each ½ page fills the entire screen.

- **Top ½ of page only** – this is similar to the **½ page per screen** option, but will only display the top half of the page. This is useful when the report can be condensed to a single ½ page, as the second blank half is never displayed.

Resize Report to Match Screen size. Generally the report should be resized to match the size of the screen. However, in some cases this can cause some distortion of the text. It may be preferable not to resize the report and sacrifice some size, in exchange for a better quality image.

6.8.19.1.8. Price Lists Tab

Price Lists can be dynamically generated, so that they display at only set times, and the prices change in accordance with the current pricing period.

To display fixed prices, it may be better to design a custom image and include it in the slide show, as this allows for far more presentation options than the simple list displayed here.

The Price Lists displayed here, although just simple lists, can have custom background images in order to provide a pleasing display.

The Price List tab is used to select price lists to be displayed, and to set the times at which they will display. To create a price list, see Admin ▸ Digital Signage ▸ Price Lists.

Use the **Add** and **Remove** buttons to include the required Price Lists in the selected list for this signage screen. Then for each Price List, select the times during which the price list is to be enabled.

The enabling options are –

- **Never**. The Price List never appears.
- **Always**. The Price List is always enabled.
- **During Pricing Periods**. The Price List is enabled during the selected pricing period only. See Admin ▸ Pricing Periods for more information.
- **During specified time**. The Price List is only enabled on the specified days, and for the specified times on those days.

Note that a Price List can appear multiple times in the selected list. For example, to enable a list from 9-12 on Monday, and from 10-12 on Tuesdays, add the Price List to the selected list twice and set up these times.

Unlike Slide Shows, more than one Price List can be enabled at the same time, and will be displayed on separate pages.

To change the order of Price Lists in the selected list, click on a Price List and drag it to its correct position.

For information on Price List settings that are also common to other Information Screens, see Common Settings.

6.8.19.1.9. Text Message Tab

Use this tab to display raw text from a text file. This is useful for displaying text that is created from other programs, or for quickly typing in a temporary message. For longer term fixed displays, it is preferable to create a custom image with the required text, as there are far more formatting and presentation options this way.

File Name. Select a text file to display. The file must be located in the **Touch Desk Signage** folder on the Lane Server. If it is not, it will be copied here, and this copy will be used for display. Changes to the original file elsewhere will have no effect.

Edit Text File. Click here to open Notepad to edit the text file. The text file may also be edited by other programs outside of Touch Desk.

Centre Text. This will centre the text on the screen, rather than using left justification.

Special Formatting.

The signage software will display the text in the file as a series of lines. These lines may be arranged in columns the same as any other information screen. In addition, some special formatting is available by using the following special characters:

- If a line starts with a back slash '\', then the line is regarded as a header and is displayed in the title colour, rather than the background colour.

- If a line starts with an asterisk '*', then the line will be displayed in a flashing highlight colour.

- If a backslash '\' is encountered within a line, then the text is shown in two columns as a description, plus a value. This is useful for displaying scores, prices, etc. For example: "John Smith\102" will show 2 columns, with "John Smith" in the first column and "102" in the next. A tab character may be used in place of the backslash for compatibility with other programs.

For information on other Text Message settings that are also common to other Information Screens, see Common Settings.

Note that the text screen will always leave room at the bottom of the screen for line messages, even if there are none to display. This ensures that the page formatting of the text message is always the same, regardless of whether a line message is displayed or not.

6.8.19.1.10. Customer Orders Tab

The **Customer Orders** screen is a customer facing screen that will display the orders that are ready for collection and is typically used in snack bars, cafes etc.

The following settings are available in addition to the common settings for all screen types –

- Specify the areas for which orders will be displayed. When multiple areas are selected, a header line will be inserted into the display showing the customer which area to collect their order from.

- Specify whether or not to display additional information such as the customer's name and lane/table number. If not selected, then only the order number is displayed. This setting will depend upon how the ordering system is used with regard to selecting a customer for the sale. If lane or table customers are used, or the customer's name is entered, then it may be useful to also display this information here.

See Orders for more information on orders.

6.8.19.1.11. Slave Order Tab

The **Slave Order** screen is a copy of the orders screen in Touch Desk. It would typically be displayed in a prominent position in the kitchen or food preparation area, showing what orders are required. There is no user interaction with this screen, it is a slave display only. The orders screen in Touch Desk must be used to mark orders as processed or collected, etc.

If user interaction is required, then use an additional Touch Desk terminal for this task, not the digital signage system.

The only setup required in addition to the common settings, is to specify the areas for which orders will be displayed.

See Orders for more information on orders.

6.8.19.2. Slide Shows

A Slide Show is a collection of images that are displayed sequentially by the digital signage software. Multiple Slide Shows can be created then set to display at different times or on different screens as required.

This screen is used to define the images that make up the slide show. To include the slide show in a digital signage screen, and to set the times at which it will appear, see Digital Signage ▸ Screens ▸ Slide Show Tab.

Name. The name is just any convenient name for this slide show

To **Add** a slide double click on a vacant spot in the slide show or click **Add**.

To delete an image, click on the image then **Delete**.

To change the order of images, drag an image to its correct position in the slide show.

To set the properties of an image, click on the image then enter the properties.

Slide Type. A slide may be any one of the following types. Some of these types are place holders for information displays or blanks screens and do not require a file.

- **None (Transparent).** Use this type to make the slide show become transparent for a set time. Whatever software is running behind the signage software will become visible. This could be the desktop wallpaper, or some other media such as a TV picture.

- **Single Image**. Use this type for a single image of one of the following types –

  BMP, GIF, JPEG, JPG or EMF.

  The image will be resized to fit the screen, but will maintain its original aspect ratio. The quality of the display depends upon the quality of the original image.

  When a number of single images are adjacent in the Slide Show, random transition effects will be used to change from one image to the next.

  For more complete control over transitions, use a suitable program to create a presentation, then save it in one of the movie or flash formats supported by the signage software.

  Although the image will be automatically scaled to fit the screen, the aspect ratio will not be changed. If the aspect ratio of the image does not match the screen, then black borders will appear at either at the top and bottom or sides of the image. To avoid this, use only images with the same aspect ratio as the screen. Generally TVs will be 16:9, while computer monitors may be 16:10. Suitable image editing programs may be used to adjust the image prior to use.

- **Movie**. The signage software will play any movie format supported by Windows Media Player, as long as Windows Media Player has been installed. Windows Media Player can also be used to play streams from hardware devices such as TV tuners.

- **Web Page**. The signage software can display a web page using Internet Explorer, as long as Internet Explorer has been installed.

- **Local HTML File**. The signage software can also use Internet Explorer to display a local HTML document. This also enables a wide range of other formats, such as PDF as long as the appropriate plug-in for Internet Explorer has been installed.

- **Flash**. Flash files (SWF) are displayed using Shockwave Flash (if installed)

- **Info Screens**. This type is a place holder for the various types of information screens. The specified screen will be displayed for the specified time. To configure these information screens, see Digital Signage ▸ Screens.

File Name. Select a file to display. The file must be located in the **Touch Desk Signage** folder on the Lane Server. If it is not, it will be copied here, and this copy will be used for display. Changes to the original file elsewhere will have no effect.

URL. For web page display only, enter the web address. Note that the computers running the digital signage must have internet access for this to work.

Time to Display. This is the time in seconds to display the image**.** For movie files, enter 0 to play the movie to its end, or some other time to interrupt the movie or allow it to repeat. For other types, setting this value to 0 will cause the default time in the General Tab of the Signage screen to be used.

HTML Screen Width. For web pages or HTML documents, this is the number of pixels that constitute the width of the image. HTML documents will generally resize to just about any width, but it is practical to determine what width is suitable then use this width regardless of whether the document is being displayed full screen or in a window. The default is 1024, which is what the document would look like if viewed on a 1024 pixel wide monitor at 1:1 scaling.

6.8.19.3. Price Lists

A Price List is a collection of prices that can be displayed on the digital signage screen. These prices will change automatically as the pricing period changes.

Different price lists can be set to appear at different times, so that the items in the list can better target the expected customers,

This screen is used to create a Price List, which can then be selected for use on a signage screen in Digital Signage ▸ Screens ▸ Price List Tab.

Name is just a convenient name to refer to this price list.

General Tab

Screen Settings. The screen settings for this price list can be individually set here, or the default settings from the Screens ▸ Price Lists Tab can be used. For information on these common settings, see Common Settings.

Show Prices Including Tax. The price list will normally show the base price for each item, adjusted for the current pricing period. If this price does not include tax, and **Show Prices Including Tax** is ticked, then tax will be added to the displayed price.

However, if **Show Prices Including Tax** is NOT ticked, and the base price **DOES** already include tax, then the tax is **NOT** deducted from the price.

Items Tab

Items from the item list can be added to the price list by double clicking on the item or using the **Add** button.

To remove an item from the price list, click on the item them click **Delete Line.**

To change the order of items in the list, click on an item then drag it to its correct position.

Generally the **Displayed Name** and **Price** columns for an item may be left blank, and the name of the item and the correctly calculated price for the current pricing period will be used. However you can override either of these by entering something in these fields. For example, sometimes a more

customer friendly description would be more suitable than the actual item name.

It is also possible to enter prices that are not related to an actual item. Simply **Insert a New Line**, then enter a description and price.

Similarly, it is possible to enter a heading line, by just entering a description and no price on an otherwise blank line.

A completely blank line can also be used to provide a space between item groups.

6.8.19.4. Adding a Digital Signage screen to a web page.

There are a several programs available from third parties that allow you to share a live screen from your computer on the internet. Some will even allow the page to be seamlessly embedded in your web site. By using these to share a Digital Signage screen, you can have live scores, or leader boards or any other Digital Signage screen as part of your centre's web site.

There are some limitations to this approach, so the following tips are provided.

The screen is not interactive, so it is best if just a single page is published. If publishing live scores for example, scale the scores so they fit on a single page. If multiple pages are required, set up a signage screen for each page and share it separately. You can set-up up to 4 digital screens on a single computer, even if only one monitor is connected.

To limit the amount of bandwidth required to constantly update the page, Slide shows and complex background images are best avoided. There are far better ways to include this type of content in a web page.

Most software will allow you to share a single window, rather than just the whole screen. This has the advantage of being able to share an area of any size regardless of the screen size, and does not require an extra screen to be available just to display the digital signage. Turn off **Full Screen** in the Digital Signage Screen setup, and choose an appropriate window size. This size can be smaller or larger than the actual screen size. As only the Digital Signage window is being shared, not the whole screen, it can be hidden behind other programs such as Touch Desk, yet will still be shared correctly to the internet.

6.8.20. Centre Setup

Centre Setup is used to enter the server addresses of each centre so that a Master Touch Desk can interact with each bowling centre.

The Centre Setup information is stored in the local data base at the Master Touch Desk site, so Touch Desk must be in **Remote Master** mode to access the centre setup.

Enter the address of both servers, and the password for the database server. See Database Server Setup and Lane Server Setup for more information.

An IP tunnelling program can be used to connect the Master Touch Desk to the centres securely via the internet. An IP address can be assigned to each database and lane server, and those IP addresses entered in Centre Setup.

6.8.21. Data Exchange

This screen is used to exchange data between a Master Touch Desk and a number of bowling centres. See Multi-Centre Management for an overview.

This screen is only available on the Master Touch Desk that is running on the same computer as the Master Database Server.

The name, centre ID and server IP addresses for each centre must first be entered in Admin ▸ Centre Setup before any data can be exchanged.

A preset list of operations can be saved as a **Data Exchange Task**, and this task can then be run manually at any time using the **RUN** buttons, or scheduled to run at regular intervals.

To create a new **Data Exchange Task**, click **NEW**. Enter a descriptive name for the task, then select those operations that are to be included, and the centres to which it applies. See Data Exchange Tasks for a full description of each operation.

Typically, a single Data Exchange Task would be setup to run overnight, and do all updates to both the Master and centres as required.

A full history of all data exchange is shown in the log file. This file should be checked regularly for errors.

6.8.21.1. Syncing Data

The **Keep Customers Synced** and **Keep Bookings & Customers Synced** options run continuously and are independent of any other Data Exchange Tasks.

When **Keep Customers Synced** is enabled, any customer that has contact information recorded is available for use at all centres. The customer record is constantly synced between the Master Touch Desk and all the other centres. Current balance information is also synced, such that a customer with a current balance in one centre can go to another centre and use that balance.

When **Keep Bookings & Customers Synced** is enabled, all bookings are synced between the centre at which the booking is to take place and the Master. This allows the Master to be used as a centralised booking system for all centres.

As customers are also required for bookings this option also syncs customers as above.

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When either of these syncing options is enabled, the corresponding upload or download option in Data Exchange Tasks will have no effect.

6.8.21.2. Data Exchange Tasks

This section lists each operation that is available within a Data Exchange Task, and how that data can be used.

For some operations, such as downloading transaction (sales) data, the default behaviour is to only download new data that has been created since the last download. However, you can optionally download data from any date forward by using the override option at the bottom of the Data Exchange Task screen.

Operations are performed in the order listed on the Data Exchange screen. Information is downloaded from all centres first, and then uploaded to each centre. In this way a single Data Exchange Task can bring all centres up-to-date with both the Master and each other.

6.8.21.2.1. Centres

This section simply lists the name of each centre that the task is to be applied to.

6.8.21.2.2. Downloads from Centre.

This section lists all data types that can be downloaded from each centre to the Master database.

6.8.21.2.2.1. Regular Downloads

Regular downloads are those that would typically be performed on a regular basis such as nightly.

- **Bookings (not synced).** Use this option to download a static copy of bookings from each centre. This could be used for forward planning of events for example. This option has no effect when full syncing of bookings is enabled. See Syncing Data.

- **Item Balances.** Item Balances include the dollar balance of Trust Funds items, and the number of stockable items on-hand. These balances are kept for each centre, but can be downloaded to the Master for inclusion in reports generated at the Master.

- **Lane Score Statistics.** Statistics used to generate the Center Statistics chart.

- **Local Customers with contact details (Not synced).** This option downloads a static copy of customers with contact details that have been entered at the centre. This is typically used for marketing purposes**.** The customer is not shared with other centres. This option has no effect when full syncing of customers is enabled. See Syncing Data.

- **League Attendance Records.** A copy of all league attendance records is downloaded allowing attendance reports to be generated at the Master. The downloading of customer (or syncing of Customers) should be enabled as the League customer record is also required to generate Attendance reports.

- **Sales.** Sales data can be downloaded to the Master in order to generate income reports. Three levels of data can be used, depending upon the reports required – shift data, transaction data, or Quickbooks files.

  Shifts (requires basic SOE). Shift data will allow whole of shift reports to be produced, but you will not be able to search for individual transactions or filter reports within a shift.

  Transactions (requires basic SOE). Downloading all Transactions will allow the Master to search for any transaction, or to generate reports filtered by any criteria (such as by time, or by operator).

  QuickBooks Files. Downloading the exported QuickBooks files allows this data to be imported into Quickbooks at the Master. Quickbooks can then be used for consolidated reports across all centres. However, if neither the shift data nor the transaction data is downloaded, no consolidated reports will be available from within the Master Touch Desk.

  In order to use either shift data or transaction data to generate reports within the Master Touch Desk, each centre must be using the basic SOE (Standard Operating Environment). The basic SOE includes shared items and area names. It is not possible to do comparative reports unless the reporting categories are shared in this way.

  Using only Quickbooks for comparative reports does not require the SOE, as each centre can simply use the same export account for each category or group, regardless of the actual item codes.

- **Score Sheets.** This option downloads all score sheets from each centre.

- **Local Users.** This option downloads any users created at the centre. There are two reasons for doing this –

  1) These users can then be uploaded to other centres so that a user can log-on at any centre. See Uploads ▸ Users from Other Centres
  2) The user record must be available at the Master Touch Desk if that user is to appear in any reports, such as Employee Time Sheets.

  Note that –

- Users can be created anywhere (at the Master or at a centre), and shared amongst all centres. See also Upload ▸ Users Entered at Master, and Upload ▸ Users from other centres
- If a user changes their password at one location, this new password will be required at all other centres once a suitable Data Exchange has taken place.
- If sharing users in this way, make sure not to create the user twice at multiple centres. Even though the user name may be the same, they will be considered as two distinct users.
- By enabling Upload ▸ Users Entered at Master, and disabling Upload ▸ Users from other centres, you can have a combination of users who have log-on access at all centres (entered at Master) and users that have access only at their home centre (entered at their home centre only).
- If a user is linked to a customer record for contact details, this record is also automatically shared amongst centres whenever the user record is shared.

- **Terminals.** This option downloads the terminal data from the centre. This is required in order to correctly generate reports, as the terminal data includes information such as to which area the terminal belongs, and the name of the terminal.

  Terminal names are appended with the name of the centre, so they are easily distinguished from other terminals with the same name. For example, the **Front Desk** at **County Lanes** becomes **Front Desk County Lanes** at the Master.

- **User Time Sheets.** This option downloads time sheet records from the centre so they can be printed at the Master.

  The User record must be present at the Master in order to access a user's Time Sheet.

  If editing time sheets is allowed, then changes can be made at either the Master or the centre, and the latest change will be shown at the Master. However, changes made at the Master are NOT copied to the centre. Therefore, if time sheets reports are to be generated at the centre, do **NOT** edit any Time Sheet at the Master.

6.8.21.2.2.2. Get Master Items and Pricing

This option is intended to create or update the master item list that is held at the Master Touch Desk, from the item list at a centre. This may be necessary when a Master is first installed for an existing centre, or simply because it may be more convenient to update prices, scan codes and the items list at the centre rather than at a remote location.

Note that you may need to temporarily turn off Admin ▸ Main Tab ▸ Enable SOE in order to actually make the changes at the centre prior to downloading them to the Master.

- **Items**

  Copy All Items – copies all item setting, overwriting any items already at the Master.

  Update Pricing and Availabilty Only – Updates only the pricing and availability information

  Update Scan Codes Only – Updates scan codes only. It is normally easier to enter scan codes at the centre where the physical items are located, than at the off-site Master.

- **Copy Pricing Levels –** Updates Pricing Levels only
- **Copy Pricing Periods –** Updates Pricing Periods only
- **Copy POS Screens –** Updates all POS screens.

6.8.21.2.3. Uploads to Centre

These operations control the uploading of data from the Master to the centres.

6.8.21.2.3.1. Upload Basic SOE

The SOE (Standard Operating Environment) refers to using a consistent configuration (or setup) at all centres.

The **Basic SOE** includes Items and Sales Areas. This information MUST be the same at all centres if the Master is to be used for consolidated reporting. It is not possible to compare income from different centres unless the income is

categorised into the same categories. This requires consistent items lists and sales areas.

However, this does not mean that all centres must sell the same items, or at the same price.

Each centre can choose to use only a subset of the full item list. For example, under Social Bowling, there could be two game types - **A** & **B**. Type **A** may only be sold at one centre and type **B** at another. However as they are both under the Social Bowling group header, the Social Bowling income from both centres can be compared in reports.

Each centre can also vary the price of items sold, the availability of each item, and the POS screens from which the items are selected. See Admin ▸ System Setup ▸ Main Tab.

- **Items and Pricing –** Downloads all item and pricing data, including pricing periods and pricing levels.
- **Sales Area Names –** Downloads the name of each Sales area**.**

6.8.21.2.3.2. Upload Optional SOE

The Option SOE (Standard Operating Environment) is additional settings that you may wish to share amongst all centres. It is not necessary for consolidate reporting.

- **Bowling Styles, Colours, Messages etc –** These option is used primarily when all centres have the same type of scoring, as these settings will vary considerably otherwise. Those centres with a different type of scoring can be excluded from accepting this data. See Admin ▸ System Setup ▸ Exclude Bowling Styles, Colours, Messages

  Additional styles, colours etc can also be entered at any centre, but if it has the same name as one from the Master, the Master one will overwrite it.

- **Customers entered at Master Touch Desk (Not synced).** This option uploads a static copy of any customers entered at the Master to the centre. For example, entries into a promotion or tournament can be entered at the Master then sent to the centre. This option has no effect when full Customer Syncing is enabled. See Syncing Data.

- **Digital Signage**

Digital Signage setup can be kept at the Master and sent to each centre. As the setup includes the name of the signage computer, the signage computers at each centre should have consistent names. For example "MAIN SIGNAGE"

Additional screens, slide shows etc can also be entered at any centre, but if it has the same name as one from the Master, the Master one will overwrite it.

Digital Signage Screens, Slide Shows and Pricelists - Uploads these settings from the database.

Digital Signage Resource Files - Uploads all files in the Touch Score Signage folder, such as images, movies etc.

- **POS Screens –** Uploads all Point of Sale screens (key layouts). These can be excluded from any centre that requires a different layout. See Admin ▸ System Setup ▸ Exclude POS Screens

- **Reports Setup** – Uploads the definition of all custom reports. Additional reports can also be entered at any centre, but if it has the same name as one from the Master, the Master one will overwrite it.

- **Sales Area Settings** – Uploads all settings in the Admin ▸ Sales Areas screen, except for area names (which are part of the basic SOE) and table numbers and settings which would normally vary from centre to centre.

- **System Setup –** Uploads all settings from the Admin ▸ Setup System screen, except those on the Main Tab, and the banner for receipts (where the centre name and address are stored).

- **Scorer Resource Files**

  This option uploads files such as images or firmware that is used by the scoring system. These files are stored in the same folder at the Master as they would be at the centre (e.g. \FWFiles)

  Frameworx Resource Files

Touch Score Resource Files
XL/Boss Resource Files

- **Users –** This option allows sharing of User IDs amongst centres. See Download Local Users for more information.

  Users entered at Master Touch Desk – Uploads all users that were created at the Master Touch Desk.
  Users from other Centres – Uploads users that were created at other centres, and have been downloaded to the Master.

6.9. Log On

Use this screen to log on to the system using a valid user name and password. See Admin ▸ Users to setup users.

If no users have been setup since the system was installed, use **Owner** as both the login name and the password. In order to keep the system secure, this password should be changed as soon as possible. See Admin ▸ Users.

The title bar at the top of the screen will show the user that is currently logged on, and the time of their previous log on, and when they last clocked-in. Each user should check that the time of their previous log on is correct. If it is not, then someone else has used their password to access the system. They should immediately change their password and notify management of a security breach.

The system can be setup to automatically log a user off after a preset time of inactivity. See Admin ▸ Terminals ▸ General. It is important that any terminals with cash drawers are not left unattended and logged in, as anyone could then open the drawer.

6.9.1. Clocking In and Out

The Logon Screen also allows the user to clock-in at the start of their shift and clock–out at the end. These times are recorded and used to generate Employee Time Sheets. Some centres may also require users to clock out for breaks, then clock back in again when their break is over.

Clocking In and Out is different to logging on and off. Clocking In is used only to generate employee time sheets, whereas logging in is required to

access the system. It is not necessary to login in order to clock-in, and vice versa.

However, whenever a user logs in, but is not clocked on, a reminder will appear. If Time Sheets are not being used, each user can simply clock-in once and remained clocked in forever, thus avoiding this reminder message each time they log in.

See General Reports ▸ Employee Time Sheets to print time sheets, and Admin ▸ Edit Time Sheets to manually edit the clock in and out times.

6.10. All Off

The ALL OFF screen is used to shutoff all pinspotters in a single operation.

WARNING! Because of the limitations listed below, instant and permanent shutdown of the pinspotters can NOT be guaranteed. The All Off function does NOT replace other safety systems, such as a beam to detect patrons walking down the lanes, or a master STOP button to kill power to all machines instantly.

The machines may not shutoff instantly as some centres may be fitted with time delays, or may not even be wired for pinspotter control.

The machines may not remain off, if a booking subsequently checks in or starts automatically.

The ALL OFF screen will not be available if Touch Desk is not running, or the computer is in sleep or hibernation mode, or the Windows user is not logged in, or communications with the scoring equipment has been lost.

Sometimes, there may be other windows or programs open that prevent immediate access to the **All Off** screen. Generally pressing the **Esc** key, several times if necessary, will quickly close all open Touch Desk windows and allow access to the **All Off** screen. Touch Desk cannot control other programs that may prevent or delay access.

To restart the pinspotters, go to Lanes ▸ Modify ▸ Other Tab ▸ Pinspotters On as usual.

To better ensure patron safety, centres may wish to consider fitting a master kill button at the front counter, and a device that can detect patrons approaching the machines. Both should shut off all power to the machines instantly, not via computer control, and remain off until reset by the operator.

7. Messages

7.1. Touch Desk Messages

This section lists the messages that might appear in Touch Desk in alphabetical order.

Clicking on the help button when a message is displayed will open this help file at the correct page for that message.

- **A Cash Item has not been setup for this terminal!** Each terminal must have a Cash Item defined, which is used to accrue the amount of cash sales. See Admin ▸ Terminals ▸ Cash Item.

- **A Customer Accounts item has not been setup!** A special item must be defined to accrue sales that have not been fully paid for. See Admin ▸ System ▸ Customer Accounts Item

- **An error has occurred with automatic backups. See the backup log for details.** The latest automatic backup failed. See the log file in Admin ▸ Backup and Restore for error details.

- **An immediate backup request has been sent to the database server.** This message appears whenever a backup has been requested from a Touch Desk that is installed on a computer other that the database server. As only the database server can perform the backup, a request has been sent to that computer.

- **A Rounding Item has not been setup.** If automatic rounding of cash is to be used, there must be a Rounding Item defined to accrue the round up amounts. See Admin ▸ System ▸ Rounding Item

- **A User cannot delete themself!** It is not possible for a user to delete themself from the users list. Only another user can delete them.

- **Already Checked In !** All of the selected lanes are already checked in. The lane must be checked out before checking in a new customer.

- **Already Checked Out !** All of the selected lanes are already checked out.

- **Banking Variance Item not set**. The banking does not match sales, and there is no item for accruing this amount. This may also generate subsequent "Item -1 not found" errors. See Setup ▸ Terminals ▸ Banking Variance

- **Booking for ???? is on these lanes at ????. Continue with Check In anyway ?** This is a warning that the booking shown is scheduled on these lanes within the next half an hour, or the last half hour but is running late. Click **Ok** to continue with the current check in anyway, or **Cancel** to abort.

- **Booking for ???? is on these lanes from ???? to ???.** This is a warning that the booking that has just been created overlaps an existing booking.

- **Bowler is already on lane x.** Do not use the **Move Bowler** button to move a bowler to a different position on the same lane. Instead, drag the bowler's name to the new position. See Move Bowler to Another Lane.

- **Bowling has taken place while the score sheet is being edited!** This message will appear when the score sheet is being edited by Touch Desk at the same time as bowling is taking place on the lanes. If the newly edited score sheet is written to the lanes, any scores that have been bowled since the score sheet was collected will be lost. This applies when any changes are made to the scores on the **Scores Tab**, or any changes are made to the bowler's names and some attributes on the **Bowlers Tab**.

  To prevent this message appearing, make sure the bowlers stop bowling while a score correction or other edit is being made.

- **Cannot check out until previous customers checked out**. The current customer cannot be checked out of a lane with bowling when there is still a previous customer not yet checked out. Click on **Previous** to Check out the previous customer first.

- **Cannot check out more than this bowler has paid!** This message appears when checking out an individual bowler and entering more games or time than the bowler has purchased. Ring-up additional games or time, or check out a smaller amount.

- **Cannot delete current terminal!** It is not possible to delete a terminal while logged in on that same terminal. It must be deleted from another terminal

- **Cannot delete the only user with OWNER level access to ADMIN!** There must always be at least one user that has OWNER level access to the Admin screens, to avoid all users from being accidentally locked out of the system.

- **Cannot delete the scores file while the booking is checked in on a lane!** Any lane for this booking must be checked out, before deleting the scores file. All scores will be lost. If in any doubt, do NOT delete the scores file.

- **Cannot get files from multiple pairs. Select only 1 pair.** When uploading files from the lanes, select only a single lane pair.

- **Cannot set Rounding Method without a Rounding Item.** You cannot specify a method for rounding cash sales, without also specifying an item to accumulate the rounding amounts. See Rounding Item.

- **Can't find Item *#12345*.** The item number shown is included in the report, but there is no such item in the database. This can occur if an item has been deleted after it has been sold, then a report is produced for the period when the item was sold.

- **Cannot modify both assigned and unassigned lockers at once.** When modifying multiple lockers, you cannot mix assigned (Active, Near-Due, Due or Over-Due) and unassigned (Free or Not Available).

- **Cannot move bowlers between lanes for different customers.** It is not possible to move a bowler to a lane that has a different customer than the current lane. See Move Bowler to Another Lane.

- **Cannot place a PAYMENT, TAX or SPECIAL type item on a key!** Only NORMAL or GROUP type items can be placed on a screen key.

- **Cannot split all items from the bill!** It is not possible to split every remaining item from the bill. The last paying customer should just settle the original bill. See Sales ▸ Splitting a Bill for more information.

- **Cannot split more items than in original sale.** It is not possible to split more items than are remaining from the bill. See Sales ▸ Splitting a Bill for more information.

- **Cash Item does not require counting.** This message occurs when trying to enter individual cash banking for a user or server, when the cash item is not set to require counting or banking. See Setup ▸ Items.

- **CDE Export file is for the wrong week!** Touch Desk is attempting to check in a CDE booking, but the export file from CDE is not the correct week. Run the CDE program (BLS) and "Send League to Front Desk" making sure the week is correct.

- **CDE Export File not found! Check network is operating, re-export the league from CDE.** Touch Desk is attempting to check in a CDE booking, but the export file from CDE is not present. This may be caused by a network problem, or the file has been accidentally deleted. Run the CDE program (BLS) and "Send League to Front Desk" making sure the week is correct. Check the network is operating correctly. Often a reboot will fix network outages.

- **Changes will not take effect until Touch Desk is restarted**. Any changes made to the selection of a Database Server require the Touch Desk program to be restarted. Click on the X in the top right of the screen to close the program, then restart it from the desktop.

- **Could not update centre ID.** Touch Desk was unable to configure the database with the new centre ID, the old ID has been restored.

- **Create xx new customers and assign bowling to them?** This message appears when using the **New Sale** button from the total row of the Bowler Check-Out tab. This will create new bowlers for every bowler on the lane, and assign the appropriate bowling to them from the main customer. This is generally unnecessary, unless you wish to keep track of whose bowling the main customer is paying for, rather than just check out the lane. Click **Yes** to go ahead and create the customers, or **No** to only assign bowling to already created customers, and just leave the rest assigned to the main

customer. To simply charge all bowling to the main customer without any assigns, use the New Sale button on the Main Tab.

- **Customer ???? does not have a zero balance and cannot be deleted!** Only customers with a zero balance of games, bowling time, and money can be deleted.

- **Customer ???? has not been checked out of lane ?? and cannot be deleted!** Customers who are on a lane and have not been checked out cannot be deleted.

- **Check In** (or **New Booking**) **Customer from *area???***
  Main Customer Only or **+ ?? additional customers**.

  This message appears when a customer, or customers, have been preselected from one area for check in at another. See Working with Customers ▸ Moving Customers. The message indicates whether only the main customer has been preselected, or additional customers from the lane or table have also been preselected.

- **Database Restore can only be performed at the Database Server computer**. Only a Touch Desk installed on the database server computer can restore the database.

- **Data Exchange Tasks are only available on the Database Server computer.** Although multiple Master Touch desks can be setup to work with the master database, only the Touch Desk actually installed on the same computer as the master database can be setup Data Exchange tasks.

- **Destination lanes/tables must be Off !** The lane or table being moved to must be checked out.

- **Destination locker not found.** The locker entered as the destination for a locker move cannot be found. This message can occur when moving multiple lockers and there are insufficient destination lockers. For example, moving lockers 1-10 to locker 95 when there are only 100 lockers set up.

- **Feature not available.** This feature of Touch Desk is not yet available. Check www.touchscore.com for updates.

- **File Exchange Service is busy!** The file exchange engine is used to transfer files to and from XL and Boss scoring, and also for rebooting and clearing some scoring types. This message indicates that the service is currently busy and cannot accept the request. Try again shortly.

- **File ??? must be located in the ??? folder! Copy this file to the ??? folder?** This message appears when a file such as a graphic or text file has been selected for use, but the file is not in the correct location. For example, to use a graphic file with Touch Score, the file must be located in the Touch Score folder. Click **YES** to copy the selected file to the correct location.

  Note that some files may require other support files, and Touch Desk will copy only the named file. If other files are required, the user must ensure they are in the correct folder.

- **Game in progress! Scores may be lost if a bowler is removed from a lane mid-game. Remove bowler from lane?**

  When a bowler is removed from a lane mid-game, some scoring systems will also lose the scores for that bowler's partial game.

  Click **Yes** to remove the bowler and lose their partial game score, else click **No** to leave the bowlers name on the lane.

- **Game is Over! Scores may be lost if a bowler is removed from a lane before the scores are cleared. Clear Scores ?**

  When a bowler is removed from a lane after the game has been completed, but before the scores have been cleared from the screen, some scoring systems will lose that bowler's scores.

  Click **Yes** to clear the scores from the lane and then remove the bowler, else click **No** to just remove the bowler and loose that bowler's scores.

- **Group Header for ??? not found! Check Group setting is valid**. This means that the Group that this item belongs to cannot be found. This can occur if the group header for this item has been deleted, or if the group

header of this item is also a child of the item. For example, say items X and Y are **Group Headers**, and X has been configured as belonging to group Y, but Y has also been configured as belonging to group X. This is not a valid setup and will cause extraneous lines on reports if not corrected.

- **Invalid Class String**. This error can occur when trying to open the cash drawer when the OPOS driver has an invalid device name. See Admin ▸ Setup Terminals ▸ Cash Drawer .

- **Item #*12345 Item Name* has no Export Account and no Parent !** When exporting sales to an accounting program, each item that has been sold must have an Export Account name, or must belong to a group header that has an Export Account name. See Setup Items For Exporting

- **Lane xx is not currently selected.** The lane the bowler is being moved to must be selected as well as the lane the bowler is currently on. For example, to move a bowler from lane 1 to lane 2, Click on Lane 1 and 2, then click **Modify**. See Move Bowler to Another Lane.

- **Lane xx is not in booking.** The lane the bowler is being moved to is not part of the current booking.

- **Lane xx is busy. Unable to collect score sheet!** The lane is busy and Touch Desk was unable to collect the latest score sheet. Try again later.

- **Lane Control not available in Back Office**. **See Help for emergency use**. Lane Control is generally not available in the Back Office. However, in the case where the network is not working, and the lane sever is located in the Back Office, then it is possible to temporarily enable Lane Control at the Back Office. To do this, goto Admin ▸ Terminals and change the area for the usual front desk terminal to BACK OFFICE, and the area for the back office terminal to LANES and tick MASTER. The Back Office terminal can now be used as a front desk terminal. Remember to swap the settings back when the network is restored.

- **Lane is not checked in**. The lane the bowler is being moved to must be either already checked in, or about to be checked in. See Move Bowler to Another Lane.

- **Lanes are in use at another location !** The lanes that have been selected are in use on another Touch Desk terminal or location. Only one terminal can Check In/Check Out/Modify or Move a lane at the one time. If this error persists, close all Touch Desk terminals and restart them. This error can also occur if a lane has been selected in the **Sales** screen and the **Lanes** screen at the same time, but for a different function.

- **Lane Server not running !** Touch Desk is unable to connect with the Lane Server. Make sure that the Lane Server computer is running, and that the USB key is correctly connected to the Lane Server computer.

  This message may also occur if more terminals than have been licensed attempt to connect with the server. In this case, the message "Too many terminals" will be shown in the log file. An upgraded licence is required to add more terminals.

  See Admin ▸ Operating Mode & Servers ▸ Lane Server Setup for more information

- **Lane X is not ON. Use Move to transfer an entire lane to another!** This message will appear when trying to use the **Send to..** button to send a score to a lane that is not on. To move bowlers to a different lane mid game, use the **Move** button not the **Send to..** button. The **Move** button will transfer all lane information including scores, options, and booking details.

- **License has expired!** Touch Desk's license is controlled by the License Code entered in Admin ▸ Operating Mode & Servers ▸ Lane Server Seyp ▸ Lane Server Setup. In some cases, this license has an expiry date, and this date has now passed. Some parts of Touch Desk will no longer function. Contact your supplier for a license renewal.

- **Must Check Out pairs in Cross Lane ! Customers must be the same**! The lane selected for check out is in cross lane mode. A pair must be selected for checkout, not an individual lane.

  Note that it is not possible to check out lanes that belong to different customers, so both lanes of a pair must belong to the same customer.

  If trying to check out a pair that is in cross lane but has different customers, then you must either –

- Change the pair to OPEN play

  Or

- Change the customer so that it is the same on both lanes of the pair.

- **None of these items is for order**. Only items which have Admin ▸ Setup Items ▸ Order From set can be included on an order.

- **No room for more items !** The combo item cannot include any more items, the maximum is 10.

- **No room left on Lane xx for yyy**. The lane that the bowler is being moved to is already full. See Move Bowler to Another Lane.

- **No Shift Open.** A shift must be open in order to ring up a sale or check out a lane. See Working with Shifts. Note that a shift must be opened even for systems without the Point of Sale module enabled. This is so shift reports and general reports can be used to report on the amounts bowled, even though no sales data is present.

- **No Shift Open. Cannot check out!** A shift must be open in order to check out a lane, so as to record any bowling. See Working with Shifts.

- **No shifts found for this date!** Either a shift was never opened for this date, or it has been deleted.

- **Not logged on!** A user must be logged on to perform this function.

- **Not enough lanes (or tables)!** Not enough lanes or tables have been selected to contain the number of customers being moved. See Working With Customers ▸ Moving Customers.

- **Notes cannot be empty for this sale!** One or more items in this sale has the Notes setting enabled, which requires that something be entered in the notes window, such as an explanation or description for the sale. Enter some notes to continue. See Admin ▸ Items ▸ Note Required.

- **Note that the backup folder must be the path as seen from the Database Server computer, not this computer.** This message appears whenever the Backup Folder location has been changed from a computer that is not the Database Server. As all backups take place at the server, this folder must contain the path to the actual backup folder as seen from the database server, which may be different to that seen from this computer. This is an information message only, it does not signify an error.

- **No transactions found!** No transactions were found for the specified dates.

- **No users were found! A default user has been created. Password: OWNER.** There are no users in the database. Touch Desk has created an owner-level user named Owner whose password is Owner. Use this password to log in and create other user accounts.

- **No Valid EFTPOS transaction for this customer**! A tip can only be added to an existing EFTPOS transaction.

- **Only NORMAL or TRUST FUND type items can be added to a combo !** No other types, such as Group Headers or Payment types can be added to a combo.

- **Password is not valid. Enter a new password.** The password that has been entered is not valid. There may be a number of reasons for this. Simply select a different password to use.

- **Password not valid !** The password is not a valid password for user.

- **Pay Later cannot be more than Total Owing**. This is not allowed as it implies a customer taking cash (or some other tender) and adding it to their bill.

- **Please Close the Cash Drawer**. The cash drawer must be closed before proceeding. See Admin ▸ Setup Terminals ▸ Wait For Close to change this behaviour.

- **POSLink driver not loaded**. When connecting to a PAX card payment terminal, the PAX POSLink driver must be installed on the system.

- **Previous Customers are different!** It is not possible to check out more than one previous customer at the one time. Check out each customer separately.

- **Sales not available in Back Office.** This terminal is configured as a back office terminal, and the Sales screen is therefore not available. See Admin ▸ Setup Terminals.

- **Save changes to rates and/or bowler links ?** This message will appear when a bowler in a saved score sheet has been re-linked to a different customer, or the rate at which the game was bowled has been changed. Click **Yes** to save the change. See Lanes ▸ Bowler Tab ▸ Link Button for more information on bowler linking.

- **Searching for a valid Lane Server. Click OK to try again, or CANCEL to run the Trial (or Master) version only.** This message will appear at start up if Touch Desk cannot connect to a lane server or when first installed. Either enter a new location for the Lane Server if it is on a different computer, or CANCEL to run the Trial version of Touch Desk.

  For Touch Desks in **Remote Access** mode, cancel will revert to **Remote Master** mode.

  See Lane Server Setup.

- **Selected lanes must be in a single block**. When transferring files to and from a group of lanes, the lanes must be in a continuous block. For example, lanes 1-10. Multiple blocks such as 1-6 and 9-10 only are not acceptable.

- **Select ONE booking to repeat!.** Select the booking to be repeated first, then click Repeat. Only one booking can be repeated.

- **Select one or more customers/bookings/reports first!** Select a customer/booking or report before clicking Edit or Delete.

- **Select only one booking/report!** The function being used supports only a single booking or report. Do not select multiple bookings or reports.

- **Select one or more lanes first !** To Check In, Check Out or Modify a lane, select the lane FIRST, then select Check In, Check Out or Modify. This message can also appear if you try to check in a cross-lane booking on a pair this is unavailable for cross-lane. For example, if one of the lanes is already checked in.

- **Shift not found !** When opening, closing or finalizing a shift, the shift record cannot be found. This should only occur if a shift has been deleted while still open.

- **Stock Adjustments must be posted to a terminal with a currently opened shift.** The current terminal, or the one selected, does not have a currently open shift. Select another terminal. Stock adjustments are posted as transactions, and therefore require a shift to be open.

- **System is not licensed! Cannot complete sale!** Touch Desk is not licensed and will not allow the sale to complete. This may be due to this terminal loosing communication with the Lane Server or a bad License Code. See Admin ▸ Operating Mode & Servers ▸ Lane Server Setup for more information.

- **System is not registered. Lane communications Stopped!** There is a problem with the system license. This may be due to this terminal loosing communication with the Lane Server or a bad License Code. See Admin ▸ Operating Mode & Servers ▸ Lane Server Setup for more information.

- **Payment Type is not valid !** The sale being rung up has an amount entered for a payment type that is not specified. For example, the drop down list might be empty or set to None.

- **Tables/Orders or Booking Sheet not enabled for any area**. This message will appear when clicking on the Table, Orders or Booking button when this section has not been enabled for any area. See Admin ▸ Sales Areas to enable.

- **Terminal has been deleted !** A user on another terminal has deleted this terminals settings. Touch Desk will close.

- **The database version at the Master and Remote sites is not the same!** Make sure all centres and the Master are running the same version of Touch Desk.

- **There are mixed bowling rates on this lane! Use these mixed rates?** This message may appear when the **New Sale** button on the **Main Tab** is clicked when checking out a lane. By default, this button will ring up any outstanding bowling using the default bowling rate shown on the **Main Tab**. This message indicates that some bowlers have been entered with a different bowling rate.

  Click **YES** to ring up the different rates as shown on the **Bowlers Tab**, or click **NO** to continue to use the default rate for all remaining bowling.

  Note that bowling from different bowlers at the same rate will be grouped together. This is different from the **New Sale** button at the bottom of the **Bowlers Tab**, which treats each bowler as separate.

  For example, if 2 bowlers bowl 5 frames each, the **New Sale** button on the **Main Tab** will ring up 1 game, but the **New Sale** button on the **Bowlers Tab** treats each bowler separately and will ring up 2 x 5 extra frames.

- **There is no Terminal setup data for this computer.** There is no Touch Desk terminal in the database with the same name as this computer.

  If this is a new computer replacing an existing terminal, or the name of an existing computer has been changed, then select YES when prompted and select the old terminal that is being replaced. All setup, sales and shift data associated with the old terminal will now be associated with the new.

  If this is a completely new terminal, then select NO and a new terminal will be created with the default setup. Only a limited number of new terminals can be created, dependent upon your licence. See Creating a Terminal

- **This customer's credit limit is only ?? !** This message appears when attempting to ring up a sale on credit that would exceed the customer's credit limit. The sale may only proceed if the current user is allowed to edit credit limits. A similar message will appear when transferring

balances to another customer, and the transfer will result in the "transferred to" customer's balance exceeding their credit limit.

- **This customer has not paid sufficent deposit for this sale!** The sale being rung up is for customers who have paid a deposit, yet this customer has not paid a deposit (or has paid insufficient deposit) for this item. The customer must be charged a deposit before the sale can proceed.

- **This lane has not been selected!** When checking a bowler out of a lane, the lane number entered must be one of the lanes selected in the Lane Information screen.

- **This Trial version allows only 50 transactions. Delete some older transactions?** This message will appear when running the Trial version of the Touch Desk, and there are already 50 transactions (or sales) saved in the database.

  Click **OK** to delete some older transactions and continue with the trial.

  Click **Cancel** to stop the new transaction being recorded and return to the **Sales** screen.

  If you did not intend to run the trial version, but have a properly licensed Touch Desk, click **Cancel** then go to Admin ▸ Operating Mode & Servers and select **Normal Mode**, and check the details in Lane Server Setup. See Installation and Setup ▸ Trial Version for more information.

- **This lane has a previous customer that has not yet Checked Out.** This message notifies the user that the previous customer on this lane has not yet checked out. Click **Yes** to check out the previous customer now, or **No** to check out the current customer. See Lanes ▸ Check Out for more information.

- **This item is not available now.** The item that is being rung-up is not available during this price period. See Setup ▸ Items ▸ Available.

- **The POS module Is not available! The Sales screen will operate in Trial mode only. Bowling sold will not be applied to the lanes.** This message will appear whenever the Sales screen is selected on systems that do not have the Pint of Sale module enabled. The Sales screen will operate in Trail mode and will not save more than 50 transactions, and will not

apply any bowling sales to the lanes. See Admin ▸ System Setup ▸ Sales ▸ Disable POS Module.

- **This Touch Desk is an older version than the database. Upgrade Touch Desk or problems may occur.** The touch desk database was created with a newer version of Touch Desk than is currently running. This may occur if the system has been restored from backups, and the wrong version of Touch Desk has been loaded. Whenever Touch Desk is upgraded, ensure the install files are kept and used for restoring the system. Do not use any older install files. The version number is displayed at the top of the Touch Desk screen. The latest version of Touch Desk is available from www.touchscore.com. There is also an option to update from the Lane Server, for cases where the Lane Server has already been updated. See Updates for more information.

- **This type of Export not available, contact A.K.Microsystems** This type of export is not yet available. Contact A.K.Microsystems for availability of this or any other export type.

- **This user is not allowed to *perform this function*!** The current user is not of a sufficiently high user level to perform this function. Enter the password for a user with a sufficiently high level, or click cancel to abort the function.

- **Too many item levels! Check for badly defined group headers**. There is a limit of 20 levels of items. Items are arranged in groups, and these groups in turn can have sub groups, and so on down to a depth of 20. Generally only 5 or so levels would ever be required, however Touch Desk supports up to 20. A common cause of this error is when the groups have been wrongly defined, such that an item is both parent header and group member of another item. For example, say items X and Y are **Group Headers**, and X has been configured as belonging to group Y, but Y has also been configured as belonging to group X. This is not a valid setup and will cause extraneous lines on reports if not corrected.

- **Too many Taxes in use for a single sale!** There is a limit to the number of different taxes that can be applied to a single sale. If the sale contains too many different taxes, divide the sale up into two or more sales.

- **Too many terminals for the current license. Maximum allowed is ?, one of which must be assigned to the Back Office area. Please delete or reconfigure a terminal.** The number of terminals in the database exceeds the maximum allowed by the Touch Desk licence. You must either delete a terminal, reconfigure a terminal to be a Back Office terminal, or contact your supplier for an upgraded licence. See Admin ▸ Setup Terminals.

  When this message is encountered at start up, the current terminal will be temporarily reconfigured to be a Back Office terminal, to allow the program to run. Back Office terminals have no Sales screen, and can only view the Lanes screen without making alterations.

- **Touch Desk has encountered a problem. We are sorry for the inconvenience.** This message indicates that Touch Desk has encountered an internal problem. In order to assist A.K.Microsystems in solving this problem, please click **Send Error Report**. The report will be emailed to A.K.Microsystems using the email program on the computer. If this computer is not setup for email, please send the file **c:\program files\touch desk\tdesk.elf** to A.K.Microsystems by other means. Touch Desk can generally continue to be used after such a message. If Touch Desk fails to behave normally, restart it.

- **Touch Desk is already running !** Only one Touch Desk program can be running on the one computer at any time. Attempting to start another, even with a different windows user account, will give this error. If this error persists even when no other Touch Desks are running, reboot the computer.

- **Transaction full. No more lines allowed.** There is a limit on the number of lines in any one transaction or sale. Divide extra large sales up into two or more smaller sales.

- **Transaction is in progress, press CANCEL on the card terminal to cancel.** This message appears if you click CANCEL on the EFTPOS Sale Screen while Touch Desk is awaiting completion of a transaction on the card terminal.

  To cancel the transaction, press CANCEL on the *card terminal*, and this message should disappear. If it does not disappear, then communications with the card terminal have been lost. Wait for two minutes then click

cancel again. You will now have the option to disconnect from the terminal and collect payment in another form.

- **Transfer Customer not found!** The selected transfer customer cannot be found in the database. Usually occurs when the transfer to customer field has been left blank, or the customer has been deleted.

- **Unable to find score sheet image file *filename.bmp*.** The specified file cannot be found. If multiple terminals exist, make sure the filename can be found from all terminals by including the computer name in the file name. For example *\\Front Desk 1\C\Images\MyImage.BMP*. Check that network settings allow access to this file from all terminals.

- **Unable to connect to remote database server!** This is a basic connectivity problem between the Master Touch Desk and the remote centre. Check internet connections, tunnelling program and IP address setup in Centre Setup.

- **Unable to load help file - tdesk.chm !** The help file for Touch Desk cannot be found. Reinstall Touch Desk, or manually find the file and copy it to the *C:\Program Files\Touch Desk* folder.

- **Unable to locate CDE folder on Lane Server. CDE bookings will not import! Check network and user settings.** The Touch Desk designated as the master for the lanes area must be able to access the CDE folder on the lane server, otherwise CDE leagues will NOT be imported into the booking sheet. Click on **Start ▸ Computer ▸ Network ▸ Lane Server ▸ Lane Server Data ▸ CDE**. The contents of the CDE folder should be displayed. If you are prompted for a password, or are unable to browse to this folder for any reason, then the Windows network and/or user settings are not correct. See Network Setup for details.

- **Unable to move Booking! Bad Lane or Table number!** This error will occur if a booking is dragged to a bad location on the booking sheet. For example, if a 4 lane booking is dragged to lane 9 in a 10 lane centre.

- **Unable to open com port for cash drawer/pole display!** The com port specified for the cash drawer or pole display cannot be opened. It may not

exist, or it may be in use by another application or device. See Admin ▸ Terminals ▸ POS Tab for more information.

- **Unable to open export file *filename*.** The export file specified cannot be opened. The file may be opened in another application, for example the accounting package, or the current windows user account does not have permission to write the file.

- **Unable to open OPOS driver for xxx.** Touch Desk cannot open the OPOS driver for the device specified. Check that the name has been correctly entered in Admin ▸ Setup Terminals ▸ POS Tab, and that the driver as supplied by the manufacturer has been installed and configured correctly. Check that the name is spelt correctly and matches that setup in the configuration software supplied with the device.

- **Unable to upgrade Database from Version xx to yy.** When a new Touch Desk update is loaded, it will attempt to upgrade the existing database to be compatible with the new version. Make sure that only one Touch Desk is running until the upgrade is complete. Also shutdown any Digital Signage or Touch Score computers. This message may appear if two Touch Desks try to upgrade the database simultaneously. If this message still appears, contact A.K.Microsystems.

- **Version Mismatch**. The version of the Lane Server does not match the version of this Touch Desk terminal. Both programs MUST be the same version in order for the system to function correctly. If the option is present, click **Yes** to shutdown Touch Desk and install the latest version from the Lane Server, else click **No** and manually reinstall either the Lane Server or Touch Desk so that they are the same version. See Updates.

- **Warning! Backups are not taking place. Make sure Touch Desk is install on the Server**. This message appears if the regular backups have not taken place for 3 days. These backups require Touch Desk to be installed on the database server computer. See Admin ▸ Backup and Restore.

- **Warning! Centre ID Number at the centre (x) is not the same as in the Master database (y).** The ID number for this centre as entered in Admin ▸ Setup System ▸ Centre ID Number at the centre is X. The ID number for this centre as entered Admin ▸ Operating Mode &

Servers ▸ Centre Setup at the remote site is Y. These two ID numbers should be the same.

- **Warning! Customer has a preauth which can only be completed at …** This customer has a credit card pre-authorisation that was taken at another terminal in the center as shown. This pre-authorisation can only be completed at that terminal. If you make another credit card sale at this terminal, the original pre-authorisation will still be in force in addition to this sale amount.

- **Warning! Customer still has/owes xx game/hrs. Proceed with Check Out ?** This message appears when attempting to check out a lane when the amount of bowling still owing or remaining exceeds the Check Out Allowance. If the Check Out proceeds, the customer will still have bowling owing or remaining after the check out.

- **Warning! Disabling sync may lose customer balances at the Master permanently**. If customer syncing has been enabled, then each customers current balance is stored at the Master. Disabling sync, and therefore possibly downloading customer records may overwrite this balance. Once this occurs, the balance data cannot be recovered, except by restoring from backup.

- **Warning, firmware update to TS2 in progress. Lanes being updated should not be used.** The firmware at the lanes is being updated from the lane server. The lanes cannot be used during this time. Go to Lanes ▸ Setup Scorers ▸ Files to monitor the update.

- **Warning! Insufficient Stock of ???** There is insufficient stock of the item named to complete this sale.

- **Warning! IR Controller is being updated. Some TV control functions may not be available.** The Infra Red TV controller is being updated. This will occur whenever new software has been loaded, or the **IR Setup** program has been used to save a new remote configuration. The IR controller cannot control the TV while it is being updated. Updates should take less than a minute.

- **Warning! Lane does not support this game type.** The selected game type (10 Pin, 5 Pin etc) is not supported by one or more of the selected lanes. See Lanes ▸ Setup ▸ Supported Game and Lanes ▸ Scoring Options ▸ Game Type

- **Warning! League Extension should not be enabled while SLOW BOWLING alarm is on. Please bowl a ball first.** For Frameworx, the slow bowling and pin activity time cannot be used in League Extension mode. Enabling this mode after SLOW BOWLING has been detected can cause problems at the score table. Bowl a ball to remove the SLOW BOWLING alarm then enable League Extensions.

- **Warning ! Lanes in Workshop or Stand-Alone.** One or more of the selected lanes has been flagged as being unavailable due to maintenance or the lane is in Stand-alone mode. This is a warning message only; it will not prevent the lanes from being used. See Lanes ▸ Lane Information Screen ▸ Other Options ▸ Workshop and Stand-Alone.

- **Warning ! License expires in xx days. Contact your supplier for a new license.** Touch Desk's license is controlled by the License Code entered in the Admin ▸ Operating Mode & Servers ▸ Lane Server Setup ▸ Configure. In some cases, this license has an expiry date, and this message is warning that it will expire soon. Some parts of Touch Desk will not function once the license expires. Contact your supplier for a license renewal.

- **Warning! New CDE export file has arrived for an even that is already in progress!** An event has been exported from CDE, (or Re-Imported from Touch Desk) yet there are some lanes already checked in for this event. This can cause problems, for example any new settings or lane assignments may not take effect until the second game, if at all.

- **Warning! Payment required.** This message appears whenever the status is changed on an order or order line, and that order has not been fully paid. For orders created from a sale, the sale customer must have a zero balance before the order is considered paid. For orders not created from a sale, all line items must have been rung-up with the **New Sale** button, in addition to the customer having a zero balance.

- **Warning! Some customers still owe for bowling! Proceed with Check Out?** One or more customers on the table owe for bowling. Use the New

Sale or Link buttons to view the customer's details. See also Admin ▸ Setup System ▸ Tables Tab

- **Warning. Some settings are controlled by the Master Touch Desk and cannot be changed here!** These setting will either not be able to be changed, or will revert to original settings the next time a Data Exchange occurs. See Admin ▸ Data Exchange Tasks

- **Warning! The other lane of the pair has not been selected. It may not be possible to retrieve arrows from the other lane.** This message appears when attempting to move arrows in cross lane mode, and only one lane of the pair has been selected. Some scoring systems will not allow an arrow currently on the other lane to be moved to this lane, unless both lanes of the pair have been selected for Modifying. If the arrow move fails, select the *pair* and try again.

- **Warning! There is $xx.xx still owing ! Proceed with Check Out?** A table is being checked out with total money still owing. See also Admin ▸ Setup System ▸ Tables Tab

- **Warning! This deposit is not for this customer.** You have selected a customer's deposit to use as payment, yet set the customer for this transaction to a different customer to that who owns the deposit.

- **Warning! This transaction included assigns and/or transfers that cannot be undone! Only the customer's own transaction will be voided.** This message appears when trying to void or undo a transaction that included assigns of bowling, or transfer of cash from multiple other customers. e.g. from a lane or table checkout with other customers included. Only the main customer's basic transaction as displayed will be voided, the assigns and/or transfers to other customers will remain. To correct any errors, return the Check-Out screen from which the original transaction was based, and ring-up appropriate amounts based on the information presented there.

- **Warning! You will no longer be able to access any transactions or shifts from a deleted terminal!** When a terminal is deleted, is not possible to created reports based on that terminal's sales data.

The sales data is not lost, and will still appear in reports that apply to the entire centre, but any reports filtered by Area or Terminal will not include sales from the deleted terminal.

- **XXX was created elsewhere and cannot be changed here.** When data is shared amongst centres via a Master Touch, some items can only be changed at the centre at which they were created.

7.2. Lane Server Messages

Messages from the Lane Server can be found in the Lane Server Log File. These messages can be useful in diagnosing problems with the system.

The Lane Server log file can be found at –

C:\Program Files\Lane Server\ls.txt

Or in Touch Desk at –

Admin ▸ Operating Mode & Servers ▸ Lane Server Setup ▸ View Log.

The following messages may appear in the log file. This is not a complete list as there may also be additional diagnostic messages that are for A.K.Microsystem's use only.

- **An error as been found in the configuration.** This message may also include one of the following -
    - Invalid scorer type.
    - Invalid lane numbers (1-80).
    - Invalid Pinspotter or Controller type.
    - Invalid IR Controller Setup.

- **Master SIU not on primary port.** For systems with more than one SIU, this message indicates that the master SIU was not the first SIU found. The Lane Server will automatically reconfigure the ports. This will cause a delay of several seconds each time the Lane Server restarts. Swap the master SIU to a different USB port to prevent this delay.

- **Operating System not supported.** This LCM is not compatible with the current operating system or version of Windows. Contact your supplier for an upgrade.

- **Shutdown.** Normal shutdown of the **LCM**

- **Source Command requires an SIU.** A Source Command pinspotter controller requires an **SIU** and this has not been specified in the setup

- **Startup**. Normal start-up of the **LCM**.

- **The License Code is incorrect, expected Key/SIU serial (xx) not found! Lane communications will only function for 7 days.** The License Code is valid for the current scoring and centre name, but does not match the serial number of the SIU or USB key. The expected serial number is shown in brackets. In the event of a breakdown of the SIU or the key, a substitute SIU or key can be used for up to 7 days before the system will cease to function.This allows time to obtain a new License Code from your supplier.

- **The License Code is incorrect. Max allowed Windows version is X, current version is Y. Lane communications STOPPED.** The License Code is valid for the curent scoring and centre name, but is not valid for the current operating system. Correct operation on this operatin system cannot be guarranteed. Contact your supplier if you need a new License Code.

- **The License Code is incorrect. Licence has expired (MM/YYYY). Lane communications STOPPED.** The License Code is valid for the curent scoring and centre name, but has expired. Contact your supplier if you need a new License Code.

- **The License Code is not correct ! Lane communications will only function for 15 minutes without the correct key**. The License Code is not valid for this scoring type and centre name.

- **There is a problem with the system licence. Proper operation is not guarranteed!** This message indicates that there is a problem with the licening of the Lane Server, and that lane communications may stop

shortly. See Admin ▸ Operating Mode & Servers ▸ Lane Server Setup ▸ Lane Server Status for a description of the problem.

- **Too many terminals!** Too many Touch Desk terminals have attempted to log on to the Lane Server. An upgraded licence is needed to add more terminals. See Admin ▸ Operating Mode & Servers ▸ Lane Server Setup.

- **Unable to find SIU on USB. Error x.** Either the **SIU** is not connected, or the correct driver has not been loaded. Disconnect and reconnect the **SIU**.

  The light on the **SIU** indicates the status of the driver –
  1 flash per cycle – driver loaded and **SIU** connected to the Lane Server
  2 flashes per cycle – driver loaded, but the Lane Server is not running.
  3 flashes per cycle – driver not loaded.

  If prompted for the location of the driver by Windows, browse to **C:\Program Files\Lane Server\SIU**

  Note that if an older program such as Purrfect Desk has been used on this computer, then an older type SIU driver may be present and may be loaded instead of the correct driver. To check which driver is installed, use *Device Manager*, and use the update function to change it if necessary

  The two drivers appear in *Device Manager* as:

  Scorer Interface Unit – this is the older WDM driver, and is not used for Touch Desk.

  OR

  Scorer Interface Unit (WDF) – this is the newer driver and uses the latest WDF technology. It is suitable for Windows XP,Vista, 7 and 8.

- **Unable to find the Security Key ! Error x.** Either the security key is not connected or the driver for the key has not been installed. The Superpro key driver can be found at http://www.safenet-inc.com/support

- **Unable to initialize Network Communications. Error x. Rerun the Lane Server Configuration and check the network settings. Ensure WinpCap is installed.** The Lane Server requires *WinPcap V4* to be installed in order to communicate with scoring systems that use network

communications such as XL, Boss and Frameworx. *WinPcap* is included in the Touch Desk Setup, and is also available from (www.winpcap.org)

- **Unable to open A/V Unit Port. Error x**.The COM port specified for the Frameworx A/V box cannot be opened. Make sure it is specified correctly and that no other program is using this port.

- **Unable to open HDLC device. Check SeaMAC driver installed.** Accuscore 2 and Plus system that do not use an SIU must have a Sealevel 5102S interface card installed, along with the SeaMAC driver for the card. See www.sealevel.com .

- **Unable to open Pinspotter Port. Error x.** The COM port specified for the Pinspotter Controller cannot be opened. See above.

- **Unable to open IR Port. Error x.** The COM port specified for the Infra Red TV Controller cannot be opened. See above.

8. Troubleshooting

8.1. General.

Symptom: Unable to communicate with the scoring

Solutions: See the Troubleshooting section in the Scorer Interface Unit Users Guide.

Symptom: Some Lane Information options are greyed out or missing.

Solution: Some scoring type do not support all the available options. If an option is greyed out then it is not supported. Note that TS2 scorers must be online in order for Touch Desk to correctly enable the supported options.

Symptom: Can't connect with Lane Server.

Solution: Make sure the USB key is installed on the Lane Server Computer. Make sure the HASP driver (included on the install disk) has been installed. See the Lane Server Setup guide to ensur the firewall is correctly configured.

Symptom: "Invalid Class String**"** message appears when making a sale.

Solution: An OPOS driver has been selected for a POS device, such as a cash drawer, but the device's OPOS driver has not been installed.